

After redirection from the external Identity Provider (IdP) to the Workspace, a 401 Unauthorized message is shown.

- Parallels Secure Workspace

Symptoms

- After redirection from the external Identity Provider (IdP) to the Workspace, a 401 Unauthorized message is shown.
- In the appliance's log files, this error message can be seen: *Unable to get username from SAML response.*

Cause

Possible causes:

- An **incorrect username claim** was specified.
- An **incorrect configuration of the claim issuance** on the external Identity Provider (IdP).

Resolution

- Verify the configuration of the **claims** on the external IdP.
 - ◆ When using Active Directory Federation Services (ADFS), check [Using Microsoft Active Directory Federation Services to sign in to Parallels Secure Workspace \(SAML\)](#).
- Verify the **username claim** in Parallels Secure Workspace, configured under **System Settings > Configure > User Connector: Federated Authentication**.
 - ◆ Default:
 - ◇ For Microsoft ADFS: <http://schemas.xmlsoap.org/ws/2005/05/identity/claims/upn>
 - ◇ For Azure: <http://schemas.xmlsoap.org/ws/2005/05/identity/claims/name>