

User is prompted for credentials when launching an application session despite using Single Sign-On (SSO)

- Parallels Secure Workspace

Symptoms

The user signs in to the Workspace using single sign-on, which works perfectly.

However, upon trying to launch an application session, they are prompted for credentials.

In the `awingu-application-gateway.service.log`, shortly after the launch, an entry can be seen which contains "**Require Credentials**".

```
Oct 06 12:15:37 AWINGUHOSTNAME java[1332]: cs-id:
46c4beae-c236-47c9-824d-8d20de5a5309, Require Credentials
```

Cause

In Parallels Secure Workspace, the configuration for the application or the application server is not set correctly.

Resolution

- **System Settings > Configure > Application Servers:** Select the Remote Desktop Services (RDS) host. Verify if the authentication protocol is set to **Kerberos**.
- **System Settings > Configure > Applications:** Select the application. Verify if **Ask for credentials** is set to **disabled**.