

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

• 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.

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