

Users cannot see the Files tab in Awingu

- Parallels Secure Workspace

Symptoms

The **Files** tab is not visible in the user's workspace.

Cause

The user lacks permissions.

Resolution

1. Sign in as a Parallels Secure Workspace admin.
 2. Go to **System Settings > Configure > Features**.
 3. Here, 3 features influence whether the Files tab is visible or not:
 - ◆ **Files** (access to back-end file servers)
 - ◆ **File sharing** (access to files shared within Parallels Secure Workspace with users of the same Workspace domain and the ability to share with those other users)
 - ◆ **File sharing publicly** (access to files shared within Parallels Secure Workspace and the ability to share publicly)
 4. For the **Files** tab to be visible, the user needs at least one of the above permissions.
For the appropriate feature(s): check whether the necessary **user labels** are added.
Either the specific user's label needs to be added, or the user needs to be a member of a group of which the label is specified.
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