

## Single Sign-On: Unable to create SSO credentials

- Parallels Secure Workspace

### Symptoms

- Users are unable to log on. The authentication error displayed to the user is similar to this:  
Authentication for user someuser@somedomain.org failed: Unable to create SSO credentials.
- When analyzing the log files: in the **awingu-worker-smc.service.log** file, a similar error can be seen:

```
2022-11-04 12:55:50.331662 somehost
awingu-worker-smc.service[python:15376]: Generating a RSA private key
2022-11-04 12:55:50.368302 somehost
awingu-worker-smc.service[python:15376]: .....+++++
2022-11-04 12:55:50.525056 somehost
awingu-worker-smc.service[python:15376]:
.....+++++
2022-11-04 12:55:50.525327 somehost
awingu-worker-smc.service[python:15376]: writing new private key to
'private_key.pem'
2022-11-04 12:55:50.525515 somehost
awingu-worker-smc.service[python:15376]: -----
2022-11-04 12:55:50.566907 somehost
awingu-worker-smc.service[manage.py:1932]: {'errors': ['cannot satisfy
request, as TTL would result in notAfter 2022-11-05T12:55:50.563853739Z
that is beyond the expiration of the CA certificate at
2022-11-04T20:11:50Z']}]
```

### Cause

The Workspace SubCA certificate is about to expire.

The Workspace SubCA issues user certificates with a certain validity period. In this case, it fails because the expiration time of the user certificate would be past its own expiration time.

### Resolution

Renew the Workspace SubCA certificate.

How-to: see the [admin manual](#) .