



User someuser@somedomain.org is not in a valid authentication group

- Parallels Secure Workspace

Symptoms

When a user tries to sign in to the Workspace, the following error is shown:

```
User someuser@somedomain.org is not in a valid authentication group
```

Cause

The user is lacking permissions to access Parallels Secure Workspace.

Resolution

- Verify if the user is trying to sign in to the correct Workspace domain.
- For this Workspace domain:
 1. Navigate to **System Settings > Configure > User Connector: Login Permissions**.
 2. Validate the **User labels**.

For the user to be able to sign in, one of these conditions is required:

 1. The **all:** label is present.
 2. A specific **username:** label is present for this user.
 3. A specific **group:** label is present and the user is actually a member of this Active Directory user group.