

Configuring the intervention password

- Parallels Secure Workspace

Resolution

The intervention password is something you should provide to the support team if a remote SSH intervention is requested.

Option 1

When System Settings is fully accessible: navigate to **System Settings > Global > General info: Remote Support**. Either generate a new intervention password which will be shown, or disable it.

Option 2

Requires access to the console of the virtual machine (VM).

In the console, you should also be able to configure it using the VM's console.

Option 3

Requires access to the API.

- First sign in as a Workspace admin.

- Next, navigate to https://workspace.company.org/api/v2/configuration/generate_intervention_password/ to generate a password or https://workspace.company.org/api/v2/configuration/disable_intervention_password/ to disable the password by clicking the [Post] button at the bottom.
