# || Parallels<sup>®</sup>

# Received error from KDC: -1765328378/Client not found in Kerberos database

• Parallels Secure Workspace

#### Symptoms

First, see How to analyze the log files to identify single-sign on (SSO) issues .

Single sign-on fails. In awingu-worker-smc.service.log, a similar error can be seen:

2021-11-15 09:49:04.956985 gateway awingu-worker-smc.service[manage.py:138627]: Using specified cache: /etc/awingu/domains/WORKSPACEDOMAIN/90b96cf4-182b-491c-b9ac-805790dc101e/kerberos/ke Using principal: someuser\@somedomain.org@SOMEDOMAIN.ORG PA Option X509\_user\_identity = FILE:/etc/awingu/domains/WORKSPACEDOMAIN/90b96cf4-182b-491c-b9ac-805790dc101e/certif [64795] 1636969744.947247: Getting initial credentials for someuser\@somedomain.org@SOMEDOMAIN.ORG [64795] 1636969744.947249: Sending unauthenticated request [64795] 1636969744.947250: Sending request (199 bytes) to SOMEDOMAIN.ORG [64795] 1636969744.947251: Resolving hostname somedc.somedomain.org [64795] 1636969744.947252: Sending initial UDP request to dgram 10.1.2.3:88 [64795] 1636969744.947253: Received answer (98 bytes) from dgram 10.1.2.3:88 [64795] 1636969744.947254: Sending DNS URI query for \_kerberos.SOMEDOMAIN.ORG. [64795] 1636969744.947255: No URI records found [64795] 1636969744.947256: Sending DNS SRV query for \_kerberos-master.\_udp.SOMEDOMAIN.ORG. [64795] 1636969744.947257: Sending DNS SRV query for \_kerberos-master.\_tcp.SOMEDOMAIN.ORG. [64795] 1636969744.947258: No SRV records found [64795] 1636969744.947259: Response was not from master KDC [64795] 1636969744.947260: Received error from KDC: -1765328378/Client not found in Kerberos database [64795] 1636969744.947261: Retrying AS request with master KDC [64795] 1636969744.947262: Getting initial credentials for someuser\@somedomain.org@SOMEDOMAIN.ORG [64795] 1636969744.947264: Sending unauthenticated request [64795] 1636969744.947265: Sending request (199 bytes) to SOMEDOMAIN.ORG (master) [64795] 1636969744.947266: Sending DNS URI query for \_kerberos.SOMEDOMAIN.ORG. [64795] 1636969744.947267: No URI records found [64795] 1636969744.947268: Sending DNS SRV query for \_kerberos-master.\_udp.SOMEDOMAIN.ORG. [64795] 1636969744.947269: Sending DNS SRV query for \_kerberos-master.\_tcp.SOMEDOMAIN.ORG. [64795] 1636969744.947270: No SRV records found kinit: Client 'someuser\@somedomain.org@SOMEDOMAIN.ORG' not found in Kerberos database while getting initial credentials

## Cause

The client is not found in the Kerberos database.

## Resolution

Multiple causes lead to this error.

- Missing (or invalid) trusted root certificates on the Parallels Secure Workspace appliance. Try including the certificates of any intermediate and the root Certification Authority (CA) of the Workspace SubCA.
- Verify if the end user's logon name (especially domain suffix) matches the client/user specified in the error message
- Verify if there is only one user with this user principal name (UPN). It is possible in Microsoft Windows environments that there are multiple users with the same UPN.

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