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### Received error from KDC: -1765328366/Client's credentials have been revoked

• 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:

2022-11-14 09:54:23.054560 someawinguhost awingu-worker-smc.service[manage.py:8090]: Using specified cache: /etc/awingu/domains/AWINGUDOMAIN/6bed5d39-96a9-49f1-b9e3-ddc5ca62e52c/kerberos/kerbe Using principal: someuser\@somedomain.org@SOMEDOMAIN.ORG PA Option X509\_user\_identity = FILE:/etc/awingu/domains/AWINGUDOMAIN/6bed5d39-96a9-49f1-b9e3-ddc5ca62e52c/certifica [5746] 1668419663.30183: Getting initial credentials for someuser\@somedomain.org@SOMEDOMAIN.ORG [5746] 1668419663.30185: Sending unauthenticated request [5746] 1668419663.30186: Sending request (194 bytes) to SOMEDOMAIN.ORG [5746] 1668419663.30187: Resolving hostname BSMDC01.SOMEDOMAIN.ORG [5746] 1668419663.30188: Sending initial UDP request to dgram 192.168.169.1:88 [5746] 1668419663.30189: Received answer (117 bytes) from dgram 192.168.169.1:88 [5746] 1668419663.30190: Sending DNS URI query for \_kerberos.SOMEDOMAIN.ORG. [5746] 1668419663.30191: No URI records found [5746] 1668419663.30192: Sending DNS SRV query for \_kerberos-master.\_udp.SOMEDOMAIN.ORG. [5746] 1668419663.30193: Sending DNS SRV query for \_kerberos-master.\_tcp.SOMEDOMAIN.ORG. [5746] 1668419663.30194: No SRV records found [5746] 1668419663.30195: Response was not from master KDC [5746] 1668419663.30196: Received error from KDC: -1765328366/Client's credentials have been revoked [5746] 1668419663.30197: Retrying AS request with master KDC [5746] 1668419663.30198: Getting initial credentials for someuser\@somedomain.org@SOMEDOMAIN.ORG [5746] 1668419663.30200: Sending unauthenticated request [5746] 1668419663.30201: Sending request (194 bytes) to SOMEDOMAIN.ORG (master) [5746] 1668419663.30202: Sending DNS URI query for \_kerberos.SOMEDOMAIN.ORG. [5746] 1668419663.30203: No URI records found [5746] 1668419663.30204: Sending DNS SRV query for \_kerberos-master.\_udp.SOMEDOMAIN.ORG. [5746] 1668419663.30205: Sending DNS SRV query for \_kerberos-master.\_tcp.SOMEDOMAIN.ORG. [5746] 1668419663.30206: No SRV records found kinit: Client's credentials have been revoked while getting initial credentials

## Cause

The user's Active Directory account is likely disabled, locked, expired or deleted.

## Resolution

Validate the status of the user account in the Active Directory.

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