

## **GSSException: No valid credentials provided (Mechanism level: Server not found in Kerberos database (7))**

- Parallels Secure Workspace

### **Symptoms**

When trying to launch an application session using Kerberos authentication, the following error appears at the bottom-right in the Workspace: **No valid credentials provided (Mechanism level: Server not found in Kerberos database (7))**.

In the log files (awingu-application-gateway.service.log), a similar error can be seen:

```
2023-02-16 08:15:21.408209+00:00 somehost
awingu-application-gateway.service[java:1575481]: cs-id:
64266773-ef29-4e6c-a6c4-8a27798e51f7 message: GSSException: No valid
credentials provided (Mechanism level: Server not found in Kerberos database
(7))
```

### **Cause**

There is no PTR record for the RD Session Host on the global DNS server(s) defined in Parallels Secure Workspace.

### **Resolution**

Check which global DNS servers are used (**System Settings > Global > DNS**).

On those DNS servers, make sure there is a PTR record for each RD Session Host and individual RD Connection Broker.

Do mind that this is a limitation in case a FQDN for an RD Connection Broker cluster was specified, which is not a recommended configuration at this point. See [Configure a RD Connection Broker in Parallels Secure Workspace](#) .

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