

User Portal Login redirection does not work with Mozilla Firefox

- Parallels Remote Application Server 19.3

Symptoms

Login page is not redirected correctly while testing the sampleAPI via link <https://0a2f-92-251-59-95.ngrok-free.app/> on Mozilla Firefox.

Warning

Error loading script [https://0a2f-92-251-59-95.ngrok-free
/authinfo.js](https://0a2f-92-251-59-95.ngrok-free.app/authinfo.js)

Cause

The issue comes from Mozilla Firefox having 'Enhanced Tracking Protection' turned on by default

Resolution

This could be resolved with one of the following steps:

1. Change settings for Enhanced Tracking Protection in Mozilla Firefox

Enhanced Tracking Protection



Trackers follow you around online to collect information about your browsing habits and interests. Blocking many of these trackers and other malicious

[Learn more](#)

2. Use different browsers, such as Microsoft Edge or Google Chrome.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.