

Change password feature does not work due to misconfigured domain FQDN

- Parallels Secure Workspace

Symptoms

Users are unable to change their password.

In **awingu-api.service.log** , a similar entry can be seen:

```
2024-01-26 12:14:34.209998+00:00 TR-FARO
awingu-api.service[/opt/awingu/awingu-core/virtualenv/bin/gunicorn:3838707]:
kinit error (ignored): kinit: Realm not local to KDC while getting initial
credentials
```

Cause

A misconfiguration of the "domain FQDN" setting.

Resolution

1. Navigate to **System Settings > Global > Domains**.
2. Select the applicable domain.
3. Validate if "domain FQDN" contains the FQDN of the Microsoft Windows domain.