



Parallels Browser Isolation Known Issues

- Parallels Browser Isolation

Before installing Parallels Browser Isolation, please ensure the known issues below are not critical for your environment.

Click **Get updates** to subscribe to this article to be immediately notified of fixing these issues.

Parallels Browser Isolation Known Issues:

Build number	Affected component	Description	Resolution/Workaround
GA	Browser Compatability	Currently our Browser Isolation technology is optimized to render well with Chrome and Edge. Safari, Opera, Firefox, and other browsers will be supported in upcoming releases.	Workaround: Please use Chrome or Edge until other browsers are supported. Resolution: Engineering is currently working on a solution for this issue, which is expected to be resolved in the upcoming updates.
GA	Policy Form	Currently, when the Users and/or group toggle is enabled, but no users or groups are added, or no time or location is set, no warning is provided, and the form is saved. The policy will not take effect.	Workaround: Kindly enable the toggles to apply the policy to a particular user, group, location, or timezone to see policy restrictions in effect. Resolution: Engineering is currently working on a solution for this issue, which is expected to be resolved in the upcoming updates.
GA	User Management	Currently if an administrator tries to remove their own account in the User Management category while being logged in, the system will not allow it and will show a generic error.	Resolution: We are updating our UX to account for such situations, and it will be fixed in upcoming releases.
GA	Secure Browser	When a user tries to download a PDF file forbidden by a policy, the file is still downloaded.	Resolution: Engineering is currently working on a solution for this issue, which is expected to be resolved in the upcoming updates.

Should you have any questions, please get in touch with Parallels Support: <https://my.parallels.com/support/pbi>