

## **FSLogix prompted to logon every time after upgrading to 2210**

- Parallels Remote Application Server 19.4

### **Symptoms**

Starting in FSLogix 2210 (2.9.8361.52326) and later versions, all content stored in following locations is no longer roamed as part of the user profile.

%USERPROFILE%\AppData\Local\Packages\Microsoft.AAD.BrokerPlugin\_cw5n1h2txyewy  
%USERPROFILE%\AppData\Local\Packages\Microsoft.Windows.CloudExperienceHost\_cw5n1h2txyewy  
%USERPROFILE%\AppData\Local\Microsoft\TokenBroker

This behaviour can cause end users to be prompted to authenticate every time they connect to Office, rather than have their credentials cached.

### **Cause**

This change is by design on Microsoft part. More information could be found in this article  
- <https://learn.microsoft.com/en-us/fslogix/troubleshooting-known-issues>

### **Resolution**

This issue is easily resolved with an upgrade to a newer version of FSLogix

---