

Authentication delay when using SAML

- Parallels Remote Application Server 20.0

Symptoms

Sometimes after enabling the SAML as an authentication method it takes longer to open published resources compared to another authentication methods (like credentials).

SAML is an XML-based authentication that provides single sign-on (SSO) capability between different organizations by allowing user authentication without sharing the local identity database.

Cause

This issue occurs when workstations are not able to connect to the Certificate revocation list (CRL) of the Certificate Authority (CA).

A certificate revocation list (CRL) is a list of digital certificates that have been revoked by the issuing certificate authority (CA) before their actual or assigned expiration date.

This missing communication is adding a lengthy time delay until the timeout is reached.

While we have to fix this issue in our implementation, would this timeout be customizable on the Parallels client side?

Resolution

The certificate revocation list (CRL) must be available to endpoints/hosts that need to access them.
