

When opening Published Application "A specific machine was not found. Please inform your system administrator." error pop-ups

- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.1

Symptoms

When opening Published Application "A specific machine was not found. Please inform your system administrator." error pop-ups:

Cause

RAS RD Session Host Agent service is down or not accessible.

Resolution

1. Ensure that Terminal service is running:

- ◆ Identify from which Terminal server the affected resource is published (in the left pane of **Parallels Remote Application Server Console** dialog go to **Publishing** tab > in the middle pane locate the published resource > in the right pane switch to **Publish From**).

Note: if resource is published from several Terminal servers the further steps should be applied to all of them.

- ◆ On the required server press **Win+R**, type **services.msc** in the *Run* dialog and hit **Enter** to open *Services* applet.
- ◆ Locate **RAS RD Session Host Agent** service and make sure it's running. If not, right-click it > **Start**

2. Ensure that Terminal Server is accessible:

- ◆ Check that Agent state is **Verified**: go to **Parallels Remote Application Server Console** > **Farm** > **Terminal Servers** > right-click the Terminal Server > **Check Agent**.

If it's not:

- ◆ Check the connection and [firewall rules](#).

3. Restart the **RAS RD Session Host Agent** service.

