

## Published applications are not available for new users.

• Parallels Remote Application Server

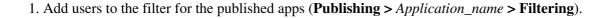
## **Symptoms**

- Users accounts created recently or just added to AD security groups being used for filtering are not able to see the list of published applications.
- Other users can view and operate with published apps without any problems

## Cause

New users are not added to the appropriate filter or RAS hasn't processed the most recent changes in AD yet.

## Resolution



2. In RAS console, go to Connection menu, and click on "Clear cached session IDs".

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