

Unable to start published resources

• Parallels Remote Application Server

Symptoms

- Terminal Server Agent and Gateway Agent are installed on the same machine.
- Unable to start any published resource. The following errors may occur:

or

or

Cause

RDP Port option is enabled in **Secure Client Gateway Properties** and port specified causing the conflict with Terminal Server port.

Resolution

- 1. If **RDP Port** option enabled in the **Gateway Agent Properties** make sure that the port specified does not conflict with the standard "**Terminal Server Port**" setting
- 2. If there is an antivirus running on user's machine, make sure that Parallels Client processes are added to exclusions.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.