Unable to open Published application: Code 02/00000003

- Parallels Remote Application Server

Symptoms

1. An attempt to open a published application results in the following error:

   Code 02/00000003. The client could not access the remote application...

Cause

- Remote Desktop services are not running on Terminal server.
- Terminal Server Agent Port does not match system RDP port.

Resolution

1. On Terminal server open **services.msc** applet and start **Remote Desktop Services** service.
2. On Terminal server check the following Windows Registry entry:

   ```
   HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\TerminalServer\WinStations\RDP Tcp\PortNumbe
   ```
3. Make sure its decimal value matches the port specified in **Parallels Remote Application Server console > Farm > Terminal Servers > Terminal server properties > Agent Settings > Port**.

NOTE: if system RDP port has been recently changed on Terminal server, restart of **Remote Desktop Services** service is required.

© 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.