



Failed to load settings from database. Error in database Execute:11

- Parallels Remote Application Server

Symptoms

- RAS Monitor reporting the following errors:

Failed to load settings from database error code 0x1,

Error in database Execute: 11

- All Gateways are marked as **Not verified** in Remote Application Server Console **Farm > Gateways**.

or

- Users are not able to connect due to an error:
- Publishing Agent's detailed log contains the error:

```
FAILED: 11 (11 - database disk image is malformed)
```

Resolution

1. Stop **RAS Publishing Agent** and **RAS Redundancy Service** from services.msc applet.
2. Go to **C:\Program Files(x86)\Parallels\ApplicationServer\AppData** and rename all **.db** files **except Settings.db** and **Icons.db** adding **.old**, e.g.:

```
AppAudit.db.old  
DevRuntime.db.old  
Licensing.db.old  
SessionCache.db.old  
SettingsAudit.db.old  
VDSDatabase.db.old
```

3. Start **RAS Publishing Agent** and **RAS Redundancy Service**.
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