

RD Session Host Agent is not verified

- Parallels Remote Application Server 15.0

Symptoms

- RD Session Host Agent shows as "Not Verified".
- Able to push the RD Session Host Agent from the console, however in the Console, it still couldn't be verified.
- On the RDSH machine "**RD Session Host Agent**" is not listed in **services.msc**
- An attempt to install it via MSI installer fails with:

Cause

Windows has failed to register the RD Session Host Agent service.

Resolution

1. Open **CMD** and navigate to the Parallels Remote Application Server directory (by default):

```
C:\Program Files (x86)\Parallels\ApplicationServer
```

2. Execute the command:

```
2XAgent.exe -u
```

This will uninstall Terminal Server Agent from the machine.

3. Open **regedit**, and remove the following keys:

```
HKEY_LOCAL_MACHINE\SOFTWARE\2X
```

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Parallels\TSAgent
```

4. Open **CMD** and navigate to the Parallels Remote Application Server directory (by default):

```
C:\Program Files (x86)\Parallels\ApplicationServer
```

5. Execute the command:

```
2XAgent.exe -i
```

6. Check the RD Session Host Agent in the Console. Now it should be verified.
- 7.

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