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Unable to run published application. Error: Remote Desktop Services is currently busy

• Parallels Remote Application Server

Symptoms

Following error message is displayed when attempting to start a published application:

Cause

Known Windows Server issue.

Resolution

- If Windows Server 2008 environment is affected, refer to this Microsoft KB.
- If Windows Server 2012 and above is affected, make sure that <u>this update</u> is installed. If issue is still not resolved, please contact Microsoft Support directly. List of 2012 R2 updates is available <u>here</u>.

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