



Published apps are not launching from the HTML5 due to the websocket errors

- Parallels Remote Application Server

Symptoms

The following error message appears while launching a published resource in from the Parallels RAS HTML5 portal:

"The connection was ended because of a network error. Please try to connecting to a remote computer again. (0x87650000)"

Cause

The WebSocket header is blocked by a hardware/software router or firewall. A debug console will show the following:

To verify the symptom, when the error occurs, hit **F12 > Network tab > WS > RDP**

Resolution

The filtering rules and settings, responsible for WebSockets must be enabled on the Firewall in use.

Parallels RAS HTML5 using the following protocols: **WS, WSS, HTTP/1.1**

NOTE: Using **WS** does not mean that a connection is not secure. RAS HTML5 always redirects **WS/HTTP** to **WSS/HTTPS**.

Once the filtering rules are enabled the code *'404'* will change to *'101'* and *'Response Headers'* will contain a hash, as on the screenshot below:

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