



Port Mismatch error on RAS SecureClientGateway component

- Parallels Remote Application Server

Symptoms

Parallels RAS Gateway Agent showing "Port mismatch" status in RAS Console.

Cause

The following services could start listening to ports 80 or 443 before the RAS SecureClientGateway service:

- Web Deployment Agent Service
- SQL Server Reporting services
- IIS
- World Wide Web Publishing service
- IIS Admin Service
- RD Gateway Service
- KDC Proxy Server Service (KPS) is enabled.

Resolution1

Find which service is using port 80/443 using "netstat" command.

```
netstat -ano | findstr 443
TCP      0.0.0.0:443           0.0.0.0:0             LISTENING      3116
TCP      0.0.0.0:20443         0.0.0.0:0             LISTENING      1260
TCP      10.5.1.54:61368       52.239.242.100:443    ESTABLISHED    3448
TCP      [::]:20443           [::]:0                LISTENING      1260
UDP      10.5.1.54:443        *:*
```

Stop the service that is listening to port 80/443 if it is not needed or change its configuration to listen to a different port so that RAS Gateway could work correctly.

For IIS, instructions are present

here: <https://stackoverflow.com/questions/19312136/how-do-i-change-iis-express-8-port-80-to-8080>

Resolution2

Change the RAS Gateway port for TLS/SSL connections from 80/443 to some other available port.

Reference

[How to determine what services are running under a SVCHOST.EXE process](#)

[View the List of Services Hosted by the svchost.exe Process in Windows](#)

[Windows Server 2012 - No response for request to KDC Proxy Server.](#)

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