



RDP service not available

- Parallels Remote Application Server

Symptoms

The agent status reports "RDP service not available".

In the guestagent.log, we can find the below.

```
[E 00/00000017/T15D0/P08E0] 17-04-23 14:30:15 - Failed to start Service
RasRdpFs (Windows cannot verify the digital signature for this file. A recent
hardware or software change might have installed a file that is signed
incorrectly or damaged, or that might be malicious software from an unknown
source. [0x00000241])
[I 15/00000007/T15D0/P08E0] 17-04-23 14:30:18 - CreateNewVdiAgentConnection:
Connected to 10.100.0.130:30006
```

Cause

RDP is not enabled by Registry or GPO or disabled by some third-party software like Citrix.

Resolution

NOTE: The SYSTEM user must have full control permission on the following registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server

The following registry parameters should be set according to values:

Registry key	Parameter	Type	Value
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server\	TSEnabled	DWORD	1
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\Terminal Services\	fDenyTSConnections	DWORD	0
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server\	fDenyTSConnections	DWORD	0
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Winlogon	WinStationsDisabled	SZ	0