

## **Application can't be started in HTML5 client**

• Parallels Remote Application Server

## **Symptoms**

Application can't be started in HTML5 client.

Its icon just blinks when you start it and nothing happens.

In the browser console you can see errors like this:

The issue is not observed in Incognito mode.

## Cause

The browser cache stores some data from an older version of RAS HTML5 Gateway.

## Resolution

Please clear the browser cache.

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