

## No printers are redirected with RAS Universal Printing technology

• Parallels Remote Application Server

## **Symptoms**

No printers are redirected with RAS Universal Printing technology.

The following entry can be found in **tsagent.log**:

```
[E 08/0000000A/T14A8/P101C] 09-12-19 13:15:10 - Failed to add printer: name='Send To OneNote 2016 for user by Parallels', port='XXPortS0009P0000', driver='2X Universal Printer', type='NT EMF 1.008' (Access denied. [0x00000005])
```

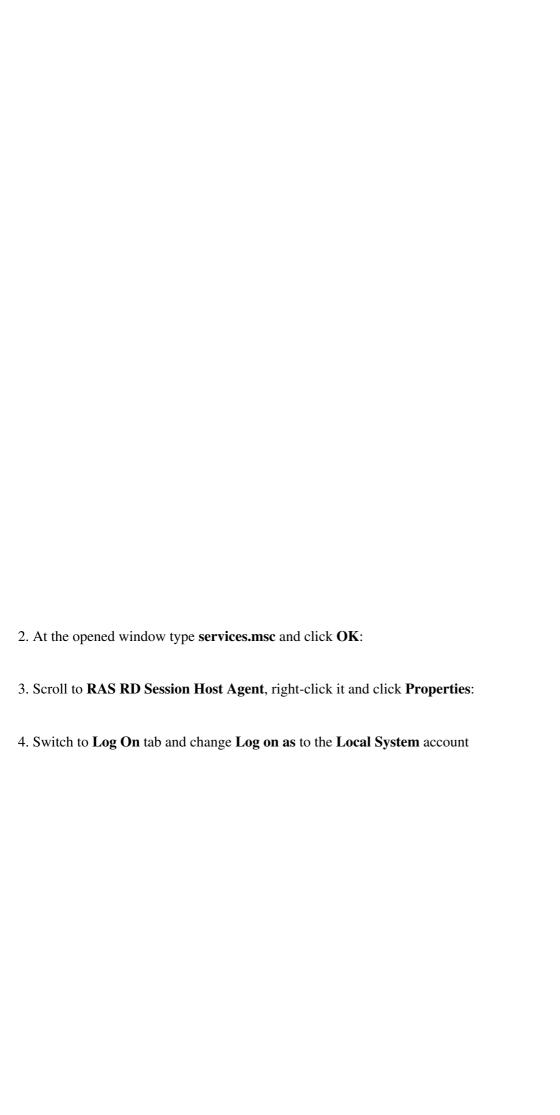
## Cause

This is caused by the RAS RD Session Host Agent services being started under the domain account.

## Resolution

To resolve this issue please change the Log On As for the RAS RD Session Host Agent service to Local System account:

1. Right-click the **Start** menu and click **Run**:



5. Log off the affecte	d user session and start the	published item again.	
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