

User data is not saved in FSLogix profile containers

- Parallels Remote Application Server

Symptoms

The user data is not saved in the profile containers with **FSLogix** on.

Also, there could be errors in some user sessions shown by RAS Console in the **User Profile** information tab:

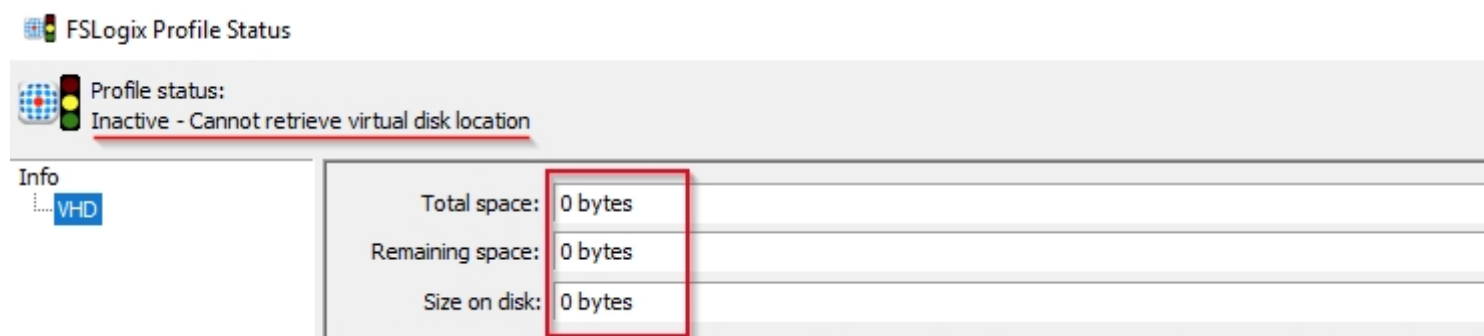
- FSLogix (FSLogix: Unknown; Status=0; Reason=7)
- Other (FSLogix: Unknown; Status=1; Reason=5)

Cause

The issue is related to the user permissions to the folder where profile containers are stored.

This could be checked by using **frxtray.exe** which is located in **C:\Program Files\FSLogix\Apps**

1. There are 0 bytes in the **VHD** info and the profile status is **Inactive**:



The screenshot shows the 'FSLogix Profile Status' window. At the top, it says 'Profile status: Inactive - Cannot retrieve virtual disk location'. Below this, there is a table with three rows: 'Total space: 0 bytes', 'Remaining space: 0 bytes', and 'Size on disk: 0 bytes'. The '0 bytes' values are highlighted with a red box. On the left side, there is a section labeled 'Info' with a 'VHD' icon.

Info	Value
Total space:	0 bytes
Remaining space:	0 bytes
Size on disk:	0 bytes

2. In the **Advanced view** **Profile** errors related to the retrieval of virtual disk location could be found:

The status 6 shows that there was an error determining the path to the VHD/X file.

Full available list of FSLogix codes -

<https://docs.microsoft.com/en-us/fslogix/fslogix-error-codes-reference#reason-codes>

Resolution

Please grant users with modify permissions for the folder where FSLogix containers are stored. More info:

<https://docs.microsoft.com/en-us/fslogix/fslogix-storage-config-ht>

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