

Error 408

- Parallels Secure Workspace

Symptoms

When an end user tries to launch an application, **Error 408** appears in a notification at the bottom right of the Workspace.

Only when the application gateway log level is set to a more verbose level such as debug or trace, a similar error can be seen in **awingu-application-gateway.service.log**:

```
2023-02-15 08:47:59.080541+00:00 awingu-ref-5-2-3
awingu-application-gateway.service[java:650]: cs-id:
259e355c-b087-46b7-84d1-64ced50d1dc4, Received Disconnect PDU with code
0x00000408
```

Cause

There are no available endpoints in the pool managed by the Connection Broker.

Resolution

- Verify on the RDS infrastructure if new RDP connections are still allowed. It's possible new connections to the RDS host are not allowed. On the RDS back end, navigate to **Server Manager > Remote Desktop Services > Collections > your collection**.
 - ◆ Check the host servers to see if new connections are allowed. The state (enabled/disabled) can be toggled by right-clicking the server name.

Server Manager ▸ Remote Desktop Services ▸ Collections

Overview
Servers
Collections
SupportSession

PROPERTIES

Properties of the collection

Collection Type	Session
Resources	RemoteApp Programs
User Group	

REMOTEAPP PROGRAMS

Last refreshed on 2/15/2023 8:57:02 AM | Published RemoteApp programs

Filter

RemoteApp Program Name	Alias	Visible in RD Web Access
		Yes
		Yes
		Yes
		Yes
		Yes
		Yes
		Yes

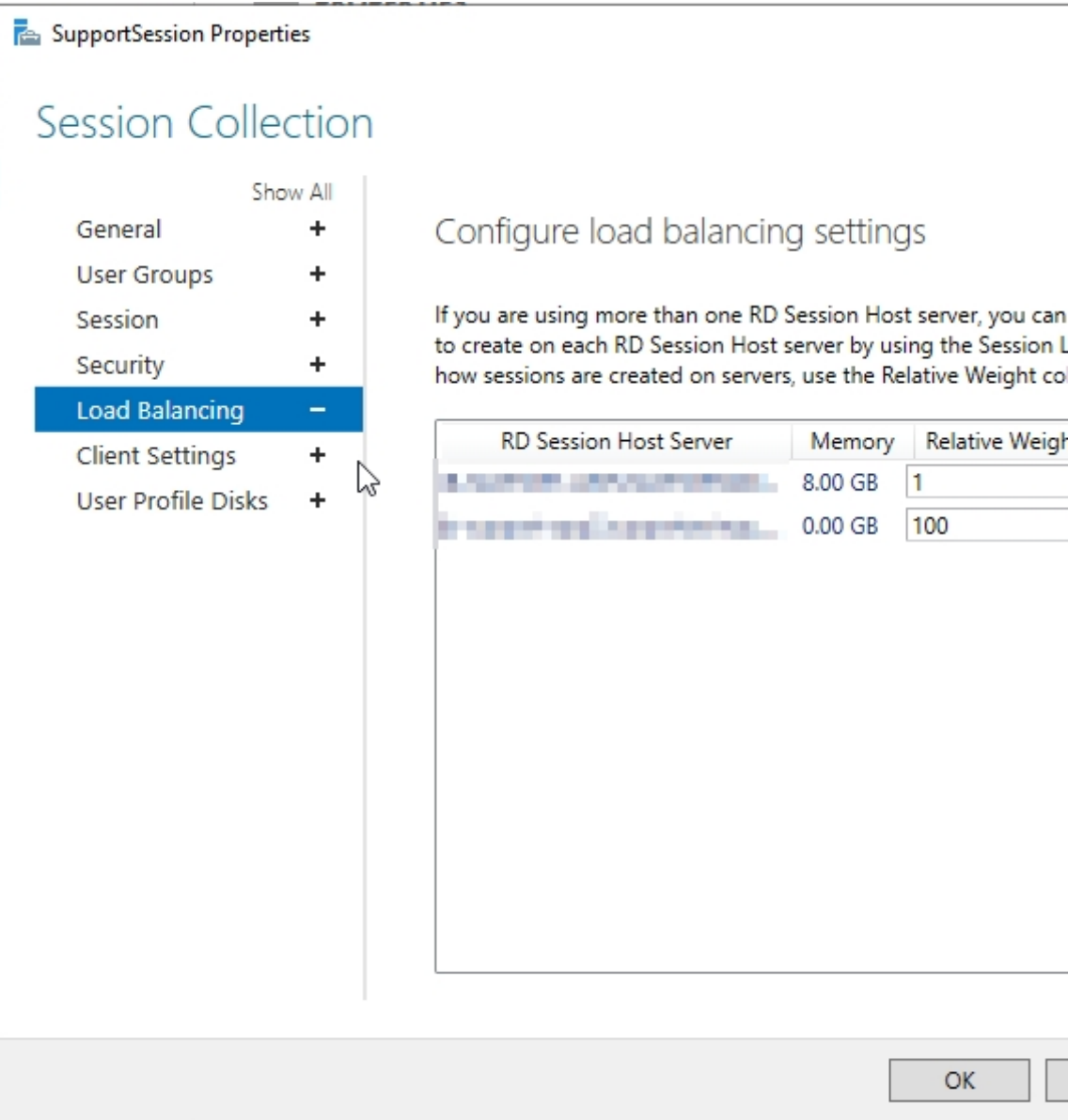
HOST SERVERS

Last refreshed on 2/15/2023 9:03:57 AM | All servers | 2 total

Filter

Server Name	Type	Virtual Desktops	Allow New Connections
	RD Session Host	N/A	True
	RD Session Host	N/A	False

- ◆ It's also possible the **session limit** was reached.
Validate how many sessions are active and what limit is in place (edit the properties of the session collection and check **Load**)



Balancing).