Parallels RAS Reporting Service installation error: "There was an error while creating the reports folders structure."

- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.1

Symptoms

I am trying to install the Remote Application Server, but the installation fails with the following error message:

There was an error while creating the reports folder structure.

Then the installation process rolls back. An event log is created with the same error message.

Cause

This error message occurs because the Remote Application Server Reporting module fails to communicate with the SRSS module.

Resolution

Pplease do the following:

1. Open the **SQL Reporting Services Configuration Manager**.
2. Go to **Web Service URL** and change the **TCP Port** to 8085. Click **Apply**.
3. Go to **Report Manager URL**, click **Advanced**.
4. From the **Multiple Identities for Report Manager** section, click **Edit** to bring up the **Edit Report Manager HTTP URL** window.
5. From this window, change the **TCP Port** to 8085 and click **OK**. Then click **OK** on the **Advanced Multiple Web Site Configuration** window to apply the settings.

You can find related information here

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