

## 2X SecureClientGateway failed to connect to HTTP server(s).

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

## **Symptoms**

The error: "2X SecureClientGateway failed to connect to HTTP server(s)." is returned when a user tries to connect to the HTML5 Gateway which is hosted in the DMZ.

## Cause

Usually a Gateway deployed in a DMZ is setup as a forwarding gateway. In these instances, since a forwarding gateway essentially forwards all traffic to an internal gateway, just enabling the HTML5 Gateway on the Forwarding Gateway in the DMZ is not enough.

## Resolution

In order to be able to connect successfully, the HTML5 Gateway would need to be also enabled on the internal Gateway the Forwarding gateway is forwarding the connection to.

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