

[3] - The remote computer has ended the connection

- 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

Clients are unable to run published apps, the error appears:

Cause

Permissions issue. User is not allowed for remote connection.

Resolution

- 1. On the server go to **System > Remote settings**
- 2. In the **System Properties** go to **Select Users >** add appropriate user or group to the list.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.