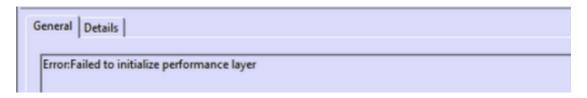


Terminal Agent service fails to start

• Parallels Remote Application Server 14.0

Symptoms

- Terminal Agent service fails to start.
- After server rebooting the following error pops up: RAS RD Session Host Agent not active, please inform your system administrator.
- When starting RAS RD Session Host Agent service manually the following error pops up: The RAS RD Session Host Agent service on Local Computer started and then stopped.
- RAS monitor constantly shows error: Failed to collect performance data:
- In the **Event Viewer > Windows Logs > Applications** 2X Remote Application Server throws the following error **Failed to initialize performance layer** with Event ID **5000**



Cause

Remote Application Server Terminal service tries to parse the counter values and read from the registry to determine load on the server relevant for loadbalancing purposes. Windows server failures with the performance layer prevent it from operating successfully.

Resolution

To confirm that issue is on Windows level, do the following:

Start > Run > perfmon. If the warning pops up **Unable to add these counters**:

then this issue is outside of Remote Application Server and should be investigated from the Windows side starting with rebuilding the performance counter library values as outlined <u>here</u>.

Please note: steps should be followed carefully as they include modifying system files. We recommend to <u>backup Windows registry</u>. If Terminal service is running on virtual machine, please take a snapshot.

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