Failed to load settings from database error code 0x1, Error on database Execute: 11

- Parallels Remote Application Server
- Parallels Remote Application Server 14.1

Symptoms

- RAS Monitor reporting the following errors:

  Failed to load settings from database error code 0x1,

  Error in database Execute: 11

- All Gateways are marked as **Not verified** in Remote Application Server Console **Farm > Gateways**.

or

- Users are not able to connect due to an error:
- Publishing Agent's detailed log contains the error:

```
FAILED: 11 (11 - database disk image is malformed)
```

Resolution

1. Stop **2X Publishing Agent** and **2X Redundancy Service** from services.msc applet.
2. Go to **C:\Program Files(x86)\2X\ApplicationServer\AppData** and rename all **.db** files **except Settings.db** adding **.old**, e.g.:

   ```
   AppAudit.db.old
   DevRuntime.db.old
   Licensing.db.old
   SessionCache.db.old
   SettingsAudit.db.old
   VDSDatabase.db.old
   ```
3. Start **2X Publishing Agent** and **2X Redundancy Service**.

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