Unable to start published resources

- Parallels Remote Application Server

Symptoms

- **Terminal Server Agent** and **Gateway Agent** are installed on the same machine.
- Unable to start any published resource. The following errors may occur:

or

or

Cause

RDP Port option is enabled in **Secure Client Gateway Properties** and port specified causing the conflict with Terminal Server port.

Resolution

1. If **RDP Port** option enabled in the **Gateway Agent Properties** make sure that the port specified does not conflict with the standard "**Terminal Server Port**" setting

2. If there is an antivirus running on user's machine, make sure that Parallels Client processes are added to exclusions.

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