



RAS SecureClientGateway failed to connect to HTTP server(s)

- Parallels Remote Application Server

Symptoms

After the upgrade of Parallels Remote Application Server, while trying to access HTML5 Gateway the error occurs:

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RAS SecureClientGateway failed to connect to HTTP server(s)
```

Cause

Broken Gateway Agent component.

Resolution

1. Uninstall affected Gateway agent from the Remote Application Server Console (right click on the Gateway > **Check Agent** > **Uninstall**)
 2. On the appropriate machine directly, reinstall Gateway Agent manually
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