|| Parallels[®]

Unable to install Parallels Client on HP ThinPro thin client

• Parallels Remote Application Server

Symptoms

Installation of Parallels Client fails with the following errors:

```
dpkg: dependency problems prevent configuration of 2xclient:
2xclient depends on udisks: however:
Package udisks is not installed.
dpkg: error processingg 2xclient (--install):
dependency problems - leaving unconfigured
Processing triggers for shared-mime-nfo ...
Errors were encountered while processing:
2xclient
```

Cause

HP ThinPro OS missing the dependencies needed for Parallels Client.

Resolution

- 1. Download the launch ras client.sh script.
- 2. Boot the ThinPro thin client.
- 3. Enter in the Administrative mode.
- 4. Copy the script under *opt/2X/Client/scripts* and set executable permissions.
- 5. Create the custom connection with the script name as the command to execute.
- 6. Close all windows.
- 7. Switch back to the user mode.
- 8. Execute the script.
- 9. Reboot the machine the machine to make sure that the client installed successfully.

NOTE: You would need administrative access to install the script but you should then be able to run the script through a link.

For T530 model please download <u>launch ras client t530.sh</u> and replace the original script. Change it's name to launch_ras_client.sh and continue with above steps.

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