

Remote PC Agent not verified

- Parallels Remote Application Server

Symptoms

- **Remote PC Agent** no verified
- If I try to push the installer again from the Console it is installs, but still couldn't be verified.

Cause

RAS RD Session Host Agent installed by accident caused the conflict.

You may see it also while pushing the PC Agent:

Resolution

1. On the affected PC, open **services.msc**
 2. Check for "**RAS**" services. If you found **RD Session Host Agent** is running - this is the reason.
 3. Go to **Control Panel > Uninstall a program > Parallels Remote Application Server > Change**
 4. At the **Select Installation Type** dialog make sure that only **RAS PC Agent** is checked and proceed with the wizard.
 5. Make sure that the **RAS PC Agent** service is now running in **services.msc**.
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