

## **[4612] - The connection was ended because of a network error. Please try connecting to the remote computer again.**

- Parallels Remote Application Server

### **Symptoms**

1. Gateway or Gateway SSL mode is in use.
2. An attempt to open a published application results in the following error:

### **Cause**

- Remote Desktop services are not running on Terminal server.
- Terminal Server Agent Port does not match system RDP port.

### **Resolution**

1. On Terminal server open **services.msc** applet and start **Remote Desktop Services** service.
2. On Terminal server check the following Windows Registry entry:

`HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\TerminalServer\WinStations\RDP_Tcp\PortNumber`

3. Make sure its decimal value matches the port specified in **Parallels Remote Application Server console > Farm > Terminal Servers > Terminal server properties > Agent Settings > Port**.

**NOTE:** if system RDP port has been recently changed on Terminal server, restart of **Remote Desktop Services** service is required.

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