

## **Unable to run published application. Error: Remote Desktop Services is currently busy**

- Parallels Remote Application Server

### **Symptoms**

Following error message is displayed when attempting to start a published application:

### **Cause**

Known Windows Server issue.

### **Resolution**

- If Windows Server 2008 environment is affected, refer to **[this Microsoft KB](#)**.
  - If Windows Server 2012 and above is affected, make sure that **[this update](#)** is installed. If issue is still not resolved, please contact Microsoft Support directly. List of 2012 R2 updates is available **[here](#)**.
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