

Code [02/0000003] The client could not access the remote application.

• Parallels Remote Application Server

Symptoms

- The following error occurs when user attempts to open published application:
- You have followed the article <u>Unable to open Published application: Code 02/00000003</u>, but the issue still persists.
- Issue occurs while working in **Gateway/Gateway SSL** mode. In **Direct** mode all is working properly.

Cause

DNS issue.

Workaround

Delete affected Terminal Server from the Console and re-add it using its IP address.

Resolution

To find out the root you need to check connection over **mstsc.exe** from each Gateway to the affected Terminal Server using the hostname. In case of DNS problem you'll not be able to connect:

Once you fix this DNS issue, users will be able to connect.

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