

Code [02/00000003] 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 [Unable to open Published application: Code 02/00000003](#), 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.
