

Applying changes in RAS console makes DMZ gateways "Not Verified"

• Parallels Remote Application Server

Symptoms

After doing any changes in **RAS Console** and pressing **Apply**, **Forwarding Gateways** located in **DMZ** are going not verified state and stop functioning.

Cause

Due to performance mechanism utilized by **Gateway** component it is constantly trying to connect to **Publishing Agent** server. Since Gateway is located in DMZ it fails to establish successful connection to Publishing Agent located within internal network.

Resolution

Client Management feature is not supported for Gateways configured in forwarding mode.

Untick Client Manager Port option on the forwarding Gateway.

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