



Several agents report the same CPU and RAM consumption

- Parallels Remote Application Server

Symptoms

Several RAS Agents (RDSH agents, e.g.) report the same CPU and RAM consumption to RAS Console. When you refresh it, the values change simultaneously:

Cause

There are two possible reasons:

1. All affected machines share the same **AgentID** that is stored in **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Parallels\TSAgent** :
2. All affected machines share the same **MachineId** in **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Parallels\Setup\ApplicationServer** :

Resolution

The following actions must be done on affected servers **one by one**. Do not remove the values on several affected servers simultaneously!

1. Stop "RAS RD Session Host Agent" service;
2. Delete the appropriate value (AgentID or MachineId dependent on the case);
3. Start "RAS RD Session Host Agent" service.