



## **Failed to get 2XA file**

- Parallels Remote Application Server

## **Symptoms**

HTML5 portal fails to detect installed Parallels Client or to launch published applications with it.  
There are two or more gateways behind 3-rd party load balancer.

When you enable verbose logging for gateways, C:\ProgramData\Parallels\RASLogs\HTML5GW.log on the servers contain records like these:

```
[D 37/00000000] Tue Oct 01 16:15:36 2019 - Status: 403
/native/get2xa/8WbbjKeVhTw0VsvTmIOoYqtXOLOupFgz&
[D 37/00000000] Tue Oct 01 16:22:41 2019 - Status: 403
/native/get2xa/ATfxATKE87MwZUvFUpMa3nC2qIE1GG12&
[D 37/00000000] Tue Oct 01 16:23:42 2019 - Status: 403
/native/get2xa/yDluXkWWdBFPGGeVmcptowmLawjTMw7u&
[D 37/00000000] Tue Oct 01 16:24:09 2019 - Status: 403
/native/get2xa/GRD8SgRVDJQWqMwv93gic5QQ1rb9nOst&
```

These records correspond to errors in %APPDATA%\2XClient\ClientLog.txt of the affected user:

```
[E 02/00000037/T6AFC/P67E4/S0001] 01-10-19 16:15:37 - Failed to get 2XA file
from IIS Server (example.com:443).
[E 02/00000037/T01A0/P5DF8/S0001] 01-10-19 16:22:41 - Failed to get 2XA file
from IIS Server (example.com:443).
[E 02/00000037/T5758/P1A48/S0001] 01-10-19 16:23:43 - Failed to get 2XA file
from IIS Server (example.com:443).
[E 02/00000037/T60F8/P6704/S0001] 01-10-19 16:24:09 - Failed to get 2XA file
from IIS Server (example.com:443).
```

## **Cause**

Requests from web browser and Parallels Client are routed to different gateways by the load balancer.

## **Resolution**

Please reconfigure the load balancer for using session affinity based on cookies.  
HTML5 Gateway uses a cookie with ID **ASP.NET\_SessionId**

**NOTE:** Please contact your load balancing solution vendor for detailed configuration.

---