



## **RAS SecureClientGateway HTTP forwarding is disabled**

- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 18.1
- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 19.0

## **Symptoms**

While opening User Portal page it fails with the error:

## **Cause**

The issue related to **node.exe** component failure

## **Resolution**

1. Make sure **node.exe** is present on RAS Secure Client Gateway Agent machine *%Installation\_directory%\Parallels\ApplicationServer\2XHTML5Gateway*

**NOTE:** If there is no such a file, please run "**Repair**" option from **Control Panel > Programs and Features > Uninstall a program**.

2. Check that **node.exe** process is running correctly from **Task Manager**:

3. When still experiencing issues: run "**Repair**" option from **Control Panel > Programs and Features > Uninstall a program**.

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