



Remote PC Agent installation fails due to inability to start service

- Parallels Remote Application Server

Symptoms

RAS Remote PC agent can't be installed.

When you launch the installer locally, you get error **Service 'RAS PC Agent' (RAS PC Agent) failed to start. Verify that you have sufficient privileges to start system services:**

MSIexec install.log:

```
MSI (s) (AC:30) [16:17:09:667]: Executing op: ServiceControl(,Name=RAS
Service Watchdog,Action=1,Wait=1,)
StartServices: Service: RAS Service Watchdog
MSI (s) (AC:30) [16:17:10:182]: Executing op: ServiceControl(,Name=RAS PC
Agent,Action=1,Wait=1,)
StartServices: Service: RAS PC Agent
MSI (s) (AC:30) [16:17:44:034]: Note: 1: 2205 2: 3: Error
MSI (s) (AC:30) [16:17:44:034]: Note: 1: 2228 2: 3: Error 4: SELECT
`Message` FROM `Error` WHERE `Error` = 1920
Error 1920. Service 'RAS PC Agent' (RAS PC Agent) failed to start. Verify
that you have sufficient privileges to start system services.
```

When you start the service manually in **services.msc**, you get error **The RAS PC Agent service on Local Computer started and then stopped:**

The **Application** event log shows errors with **Event ID 5000**:

If you try to start Performance Monitor manually, you get the following error:

Cause

Remote Application Server PC Agent service tries to parse the counter values and read from the registry. Windows system failures with the performance layer prevent it from operating successfully.

Resolution

Rebuild **Performance Counters** (this article works for Windows 7 as well):

<https://support.microsoft.com/en-us/help/2554336/how-to-manually-rebuild-performance-counters-for-windows-server-2008>

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