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### An RD Session Host Agent is still being used right after disabling one

• Parallels Remote Application Server

## Symptoms

Consider the following scenario:

- A published item set to be published from a specific group
- You need to put an RDSH out of production for maintenance purposes
- Some users are still being connected to the server that was just excluded from the configured group

#### Cause

Settings are not yet processed properly. The problem may occur especially in larger environments during login storm. Publishing Agents need more time to synchronize settings correctly (up to a couple of minutes)

## Resolution

Should you require to disable an RDSH during production hours please follow these steps:

- 1. Switch an RDSH in question to drain mode.
- 2. Once all users logged off, pull RDSH out of the group.
- 3. Disable (uncheck) RDSH Agent in RAS Console.
- 4. Wait for 2-3 minutes (just for safety to make sure that all settings are applied correctly).

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