



RAS HTML5 page is failing to load after signing in

- Parallels Remote Application Server

Symptoms

- While using the load balancing URL, RAS HTML5 Page is failing to load after signing in due to the following WebSocket error

WebSocket connection wss://farm_url failed: Connection closed before receiving a handshake response

- The direct connection to a RAS Gateway working correctly.

Cause

Required protocols and settings are being blocked/misconfigured in the software/hardware firewall and/or the Load Balancing solution in use.

Resolution

The filtering rules and settings, responsible for the WebSockets must be enabled on the Firewall in use.

Parallels RAS HTML5 using the following protocols: **WS, WSS, HTTP/1.1**

NOTE: Using **WS** does not mean that a connection is not secure. RAS HTML5 always redirects **WS/HTTP** to **WSS/HTTPS**.

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