



## Printers are not redirecting via RAS Universal Printing Technology

- Parallels Remote Application Server

### Symptoms

- Printers are not being redirected via RAS Universal Printing Technology.
- ClientLog.txt (%APPDATA%\2xClient\)) may contain the following error message:

[E 02/00000036] - Failed to set Default Printer "Printer name\*", error 1801.

- The following errors occurs in the Event Viewer on the RDSH (**Application and Service Logs > Microsoft > Windows > AppLocker > EXE and DLLs journal**)

## Cause

2xDevRedir.exe module is being blocked by Windows AppLocker. This is an RDSH add-in responsible for universal printer redirection.

## Resolution

Set up correct rules in Microsoft GPOs (both local and domain one) to allow the execution of the files located in RAS Installation directory (default *C:\Program Files (x86)\Parallels\ApplicationServer*)

For example, you may allow files execution from this location (default RAS installation directory): *%PROGRAMFILES%\Parallels\ApplicationServer\\**

**Note:** In case the AppLocker is still blocking the required executable even after configuring the rules, please contact Microsoft Support for further assistance.

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