|| Parallels[®]

Poor performance of published applications

• Parallels Remote Application Server

Symptoms

Published apps have really poor performance:

- Delays can be observed when a user types some text.
- Video is played with huge lags.
- If you publish a desktop, in the connection bar you can see that UDP isn't mentioned:

Cause

UDP isn't used in the remote session because UDP traffic is not allowed on the firewall in front of RAS Gateways / HALBs.

Resolution

Please allow UDP traffic on the firewall for the port that Parallels Client connects to.

The connection quality should look like that once you start a published Desktop after applying the changes:

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.