



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: