

Unable to launch a published resource using SAML due to HIPS protection

• Parallels Remote Application Server

Symptoms

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After clicking OK the credentials filled with the NLA service account you've created per RAS SAML prerequisites



Failed to inject library C:\Program Files (x86)\Parallels\ApplicationServer\x64\SCardCertLogonHooker.dll. tsagent.log may contain the following string:

External process 'SCardHooker64.exe' failed. (Incorrect function. [0x00000001])

Cause

SCardHooker64.exe process is not running.

Antivirus software with HIPS (Host-based Intrusion Prevention System) protection enabled and blocking RAS components, SCardHooker.64.exe and SCardCertLogonHooker.dll. When these files are prohibited from execution, The SCardCertLogonHooker.dll injects into the system's lsass.exe, to login users.

Antivirus software may consider this behavior as malicious activity. The same effect is possible when LSA-protection is enabled via GPO.

Resolution

Exclude RAS components from AV monitoring.

Note that HIPS protection exclusion may require an additional effort. Please contact the AV vendor for further assistance. In the example below, we will show how to configure it in ESET.

1. Open ESET > Setup > Computer	
2. Click on the cogwheel sign next to Host Intrusion Prevention System.	







6. Specify SCard	dHooker.exe as the	e source application	n:	

7. Check "Modify state of another application" and "Terminate/suspend another application".	n" options:

8. In the opened v	window specify C:	\Windows\Syste	m32\Lsass.exe	

9. Restart the server to apply the changes.
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