Parallels Client is failing to establish a session however, the same PC allows connections via HTML5 client

- Parallels Remote Application Server

Symptoms

- A published app is failing to start from Parallels Client with the error:

[01/00000004] The specified remote RAS connection could not be found. Verify that you have typed the correct computer name or IP address, and then try to connect again.

- No issues while launching published applications in the HTML5 Gateway.

Cause

SSL-Inspection software deployed either on a PC or at the end customer's network. Parallels Client uses signed traffic over the custom protocol. In case there is SSL-Inspection or network monitoring that takes place from problematic PCs, that could cause the connection drop.

Resolution

Exclude the RAS Farm domain (e.g. mycompany.net) from SSL Inspection

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