



Start Menu tiles are missing even though the applications are still present on the server

- Parallels Remote Application Server

Symptoms

Start Menu tiles are missing even though the applications are still present on the server and can be launched from File explorer.

Sometimes the captions for the Windows tiles might get distorted.

Cause

The issue is caused by incorrect automatic optimization process.

Resolution

Please revert the affected server to the snapshot / backup you took prior to its deployment.

When enabling optimization during the deployment, please switch its mode to **Manual**, go to **Windows advanced options** and disable option **Remove Common program groups from the Start Menu**: