

Application can't be started in HTML5 client

- Parallels Remote Application Server

Symptoms

Application can't be started in HTML5 client.

Its icon just blinks when you start it and nothing happens.

In the browser console you can see errors like this:

The issue is not observed in Incognito mode.

Cause

The browser cache stores some data from an older version of RAS HTML5 Gateway.

Resolution

Please clear the browser cache.
