No printers are redirected with RAS Universal Printing technology

- Parallels Remote Application Server

Symptoms

No printers are redirected with RAS Universal Printing technology.

The following entry can be found in **tsagent.log**:

```
[E 08/0000000A/T14A8/P101C] 09-12-19 13:15:10 - Failed to add printer:
name='Send To OneNote 2016 for user by Parallels', port='XXPortS0009P0000',
driver='2X Universal Printer', type='NT EMF 1.008' (Access denied.
  [0x00000005])
```

Cause

This is caused by the RAS RD Session Host Agent services being started under the domain account.

Resolution

To resolve this issue please change the **Log On As** for the **RAS RD Session Host Agent** service to **Local System** account:

1. Right-click the **Start** menu and click **Run**:

2. At the opened window type **services.msc** and click **OK**:

3. Scroll to **RAS RD Session Host Agent**, right-click it and click **Properties**:

4. Switch to **Log On** tab and change **Log on as** to the **Local System** account

5. Log off the affected user session and start the published item again.

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