

# <u>Users can't start published apps with error "Something went wrong. Oops!"</u>

- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.3

# **Symptoms**

Users can't connect to published apps. They get error **Something went wrong. Oops!**:



## Cause

RAS RDSH agent is in Not verified state.

#### tsagent.log contains errors like these:

[I 05/0000008A/T0AD8/P06C4] 24-05-22 18:30:23 - Gateway Settings Monitor - Disconnected from publishing agent.

[I 05/000008D/T0AD8/P06C4] 24-05-22 18:30:23 - Gateway Settings Monitor - Establishing new publishing agent connection.

# [E 00/0000011/T0AD8/P06C4] 24-05-22 18:30:24 - Connection to P1PX106:20002 failed

[I 05/000008D/T0AD8/P06C4] 24-05-22 18:30:24 - Gateway Settings Monitor - Connected to publishing agent 172.61.50.169:20002 without SSL.

[I 05/00000082/T0AD8/P06C4] 24-05-22 18:30:24 - Gateway Settings Monitor - Performing settings identify using random id 0x1417F.

[I 05/0000008F/T0AD8/P06C4] 24-05-22 18:30:24 - Gateway Settings Monitor - New settings are available.

[I 05/00000086/T0AD8/P06C4] 24-05-22 18:30:24 - Gateway Settings Monitor - Requesting new settings.

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[I 05/00000087/T0AD8/P06C4] 24-05-22 18:30:24 - Gateway Settings Monitor -
Receiving new settings.
[I 03/0000007/T0AD8/P06C4] 24-05-22 18:30:24 - Gateway Settings Monitor -
Caching new settings.
[I 05/0000008F/T0AD8/P06C4] 24-05-22 18:30:24 - Gateway Settings Monitor -
Received new settings.
```

### Resolution

- 1. Go to the RAS Console
- 2. Switch to the **Farm** tab
- 3. Select the RDSH agents tab
- 4. Select the affected agent
- 5. Right-click on it
- 6. Check agent, if agent installation check is failed. Install the agent.

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