

Remote Application Helper (RAH): Unable to configure custom url protocols

- Parallels Secure Workspace

Symptoms

During the installation of the Remote Application Helper (RAH), an error message is shown:

Unable to configure custom url protocols

Cause

The setup was not started with elevated permissions (run explicitly as administrator). This could be caused by a lack of **administrator permissions** (admin is required for installation) or the installer could be **blocked by group policy restrictions** stopping the registry modification or creation of custom URL protocols.

These are required because the setup has to install and configure a custom URL protocol (rah) which involves registry modifications.

Resolution

Right-click the setup executable and click "Run as administrator".
