



Remote Application Helper is not launching

- Parallels Secure Workspace

Symptoms

Smartcards are not redirected.

Cause

- The application is not configured to allow smartcard redirection.
- The Remote Application Helper (RAH) is not working.

Resolution

If the user is not even prompted when launching the application in Parallels Secure Workspace to continue with smartcard support:

Make sure the "smartcard:" label is added to the application (**System Settings > Manage > Applications**, select the application for which the smartcard functionality should be available).

Else:

Make sure to use the version of the RAH is the same one that can be downloaded from the Workspace.

Remove any previous versions from the operating system on the end-user device.

When signed in as a user who has access to an application for which smartcard redirection is enabled: at the bottom left, click the profile icon > **Account Settings > Download Remote Application Helper**. Select the desired version.