

What happens if a node in a multi-node environment is unavailable?

- Parallels Secure Workspace

Resolution

It is possible that at some point a Parallels Secure Workspace node is unavailable for some reason (e.g. planned maintenance resulting in a shutdown or reboot, technical issue, ...).

If this is a node in a multi-node environment, this is the immediate impact when the node is unavailable:

- Existing WebSocket connections to this node will be closed.
- RDP connections between Parallels Secure Workspace and the RDS infrastructure will be disconnected.
- Depending on whether **application sessions failover** (System Settings > Global > Service Management) is enabled:
 - ◆ Enabled: Users will not lose their application session and can continue to work after a few seconds.
 - ◆ Disabled: All existing application sessions on that failing node will be lost. Users will need to restart their applications.

When properly configured in System Settings and with a properly configured external load balancer, the impact should only be limited to an interruption of a couple of seconds for the end users. They may need to reconnect their session. They will be able to reconnect to their prior RDP connections on the RDS infrastructure.
