

Reconnecting to a published desktop results in the user getting immediately disconnected

- Parallels Remote Application Server 19.4
- Parallels Remote Application Server 20.0

Symptoms

- Reconnecting to a published desktop results in the user getting immediately disconnected.
- Parts of the desktop might start to load in some cases, but it disconnects eventually.
- While this is happening, the user session in RAS Console is active.
- Event Viewer System logs show the following every time a user tries to reconnect: Event ID : 4006
"The Windows logon process has failed to spawn a user application.
Application name: . Command line parameters: atbroker.exe."
- Memshell logs show the following before the session disconnects:

```
[I 09/000003FA/T15B00/PDCB8/S0018] 03-06-24 11:25:48 - Failed to create  
parallels main registry key 'HKCU\SOFTWARE\Parallels' ( [0x00000025])  
[W 81/00000005/T15B00/PDCB8/S0018] 03-06-24 11:25:48 - Failed to obtain user  
profile folder (0x80070002).
```

Cause

FSLogix is missing when the profile is issued. The profile is marked as **Stale** when it is still in use.

FSLogix logs show the following:

```
11:52:20.280 FSLogix profile completed loading.
```

```
11:58:36.205 Session was still alive (LogonStage = '5'(Logon_Complete),  
WindowsSessionID = '43').
```

```
11:58:36.538 Session seen as stale and cleanup was done.
```

```
12:10:03.217 Profile directory changed but no configuration found for the  
user.
```

Resolution

If FSLogix is not managed within RAS:

1. In the Registry Editor, navigate to SOFTWARE\FSTLogix\Apps\CleanupInvalidSessions and make sure that the value of CleanupInvalidSessions should is 0.

If FSTLogix is managed by RAS:

1. Navigate to **Farm > RD Session Hosts > Properties > User Profile > Configure general settings**.
2. Select **App Services > Cleanup invalid sessions** and change its value to **Disable**.