



## **Unable to change logon control on RDSH where no GPO is applied**

- Parallels Remote Application Server 20.2

### **Symptoms**

An error occurs when attempting to change the logon control for an RDSH:

### **Cause**

A registry key is causing the Operating System to incorrectly detect a GPO as applied.

### **Resolution**

The following value must be manually deleted from the registry key after confirming that no GPO is applied to the RDSH. This process must be repeated for each RDSH exhibiting the symptom.

Registry Key: **HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Microsoft\Windows NT\Terminal Services**

Value: **fDenyTSConnections**

---

© 2025 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.