

Failed to load settings from database error code 0x1, Error on database Execute: 11

- Parallels Remote Application Server
- Parallels Remote Application Server 14.1

Symptoms

• RAS Monitor reporting the following errors:

Failed to load settings from database error code 0x1,

Error in database Execute: 11

• All Gateways are marked as **Not verified** in Remote Application Server Console **Farm > Gateways**.

or

- Users are not able to connect due to an error:
- Publishing Agent's <u>detailed log</u> contains the error:

```
FAILED: 11 (11 - database disk image is malformed)
```

Resolution

- 1. Stop 2X Publishing Agent and 2X Redundancy Service from services.msc applet.
- 2. Go to C:\Program Files(x86)\2X\ApplicationServer\AppData and rename all .db files except Settings.db adding .old, e.g.:

AppAudit.db.old DevRuntime.db.old Licensing.db.old SessionCache.db.old SettingsAudit.db.old VDSDatabase.db.old

3. Start 2X Publishing Agent and 2X Redundancy Service.

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