

RAS SecureClientGateway failed to connect to HTTP server(s)

• Parallels Remote Application Server

Symptoms

After the upgrade of Parallels Remote Application Server, while trying to access HTML5 Gateway the error occurs:

RAS SecureClientGateway failed to connect to HTTP server(s)

Cause

Broken Gateway Agent component.

Resolution

- 1. Uninstall affected Gateway agent from the Remote Application Server Console (right click on the Gateway > Check Agent > Uninstall)
- 2. On the appropriate machine directly, reinstall Gateway Agent manually

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