

# Error 4612 The connection was ended because of a network error

• Parallels Remote Application Server

## **Symptoms**

• The following error is observed when you launch published item from Parallels Client installed on typical RAS Server:

• In Event Viewer > System branch you can see the following error at the same time:

### Cause

The issue is related to Microsoft Windows Server permissions configuration.

In order to confirm that this is the case we can do the following:

- Download ProcMon
- Open it and configure filter as follows:

• We should look for ACCESS DENIED event related to the this issue:

## Resolution

Permissions should be configured properly for services hosted in lsass.exe process to have write permissions in C:\ProgramData\Microsoft\Crypto\RSA\Machinekeys\ folder.

Default permissions are: Read/Write for Everyone and Full Control for Administrators Group.

#### Reference

RDP Fails with Event ID 1058 & Event 36870 with Remote Desktop Session Host Certificate & SSL Communication - Microsoft Tech Community

Unable to RDP the server.

Schannel 36872 or Schannel 36870 on a Domain Controller | Microsoft Docs

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