

## Chrome OS Client can't connect via Gateway SSL mode. The connection was ended because of a network error

• Parallels Remote Application Server

## **Symptoms**

Chrome OS Clients can't connect to the server using Gateway SSL Connection mode. The error occurs:

## Cause

Misconfiguration.

## Resolution

- 1. Open **gpedit.msc** applet.
- 2. Navigate to Computer Configuration -> Administrative Templates -> Windows Components -> Remote Desktop Services -> Remote Desktop Session Host -> Security.
- 3. Enable the **Require use of specific security layer for remote (RDP) connections** and select **RDP** as **Security Layer**.
- 4. Enable the **Set client connection encryption level** and set it to **Client Compatible**.
- 5. Disable Require user authentication for remote connections by using Network Level Authentication policy.

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