Published application fails to start outside of Desktop session

- Parallels Remote Application Server

Symptoms

- A published application does not start properly.
- The same application starts just fine in a published desktop session for the same user.
- If a user first launch destkop session or login to the Terminal Server via mstsc then the published application starts without any issues.

Cause

The issue is a design behavior of Microsoft Windows. This issue occurs because you try to start an application that relies on the Explorer.exe file. By design, the TS RemoteApp session implements limited functionality. For example, the TS RemoteApp session does not process the following items:

- The Run registry entry
- The RunOnce registry entry
- The startup applications

Workaround 1

Create the user profile by first launching a full desktop session.

Workaround 2

Some applications that rely on the Explorer.exe file may run in the TS RemoteApp session if you add the Runonce.exe file to a user?s logon script. To do this, follow these steps:

1. At the **Group Policy Management Editor** go to **User Configuration > Policies > Windows Settings > Scripts(logon/Logoff) > Logon**.
2. Click Add.
3. In the **Script name** box, type **runonce.exe**.
4. In the **Script Parameters** box, type **/AlternateShellStartup**.
5. Click **OK** two times.

Please refer to Microsoft article for more information:

An application does not start in a Windows Server Terminal Services RemoteApp session

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