

Maximum number of sessions for RDSH Agent

• Parallels Remote Application Server

The following kind of error is observ	ed when attempting to la	aunch a published item:

Cause

This error comes from Parallels Remote Application Server. It's generated when user is trying to create a new session by opening published resource on one of RDSH servers this resource was published from.

Max Sessions parameter is responsible for maximum amount of sessions allowed on RDSH servers in the Farm:

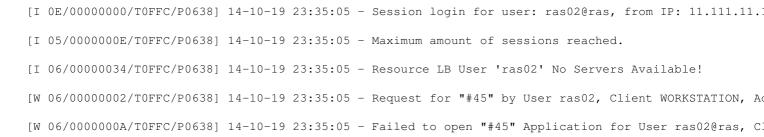
In some cases, this situation means that there is a server which has this parameter set to a lower value than other servers or **Site Defaults**.

This can be verified from **RAS Console > Information** tab:

The affected server will have less amount of active connections comparing to others.

NOTE: When there are a lot of RDSH servers in the Farm, the following log file on the server hosting **Publishing Agent** component can be used to track this event and find the exact RD Session Host where this issue is happening, however logs do not specify the exact RDSH when this issue happens for security purposes.

Here is how it looks in C:\Programdata\Parallels\RASLogs\controller.log:



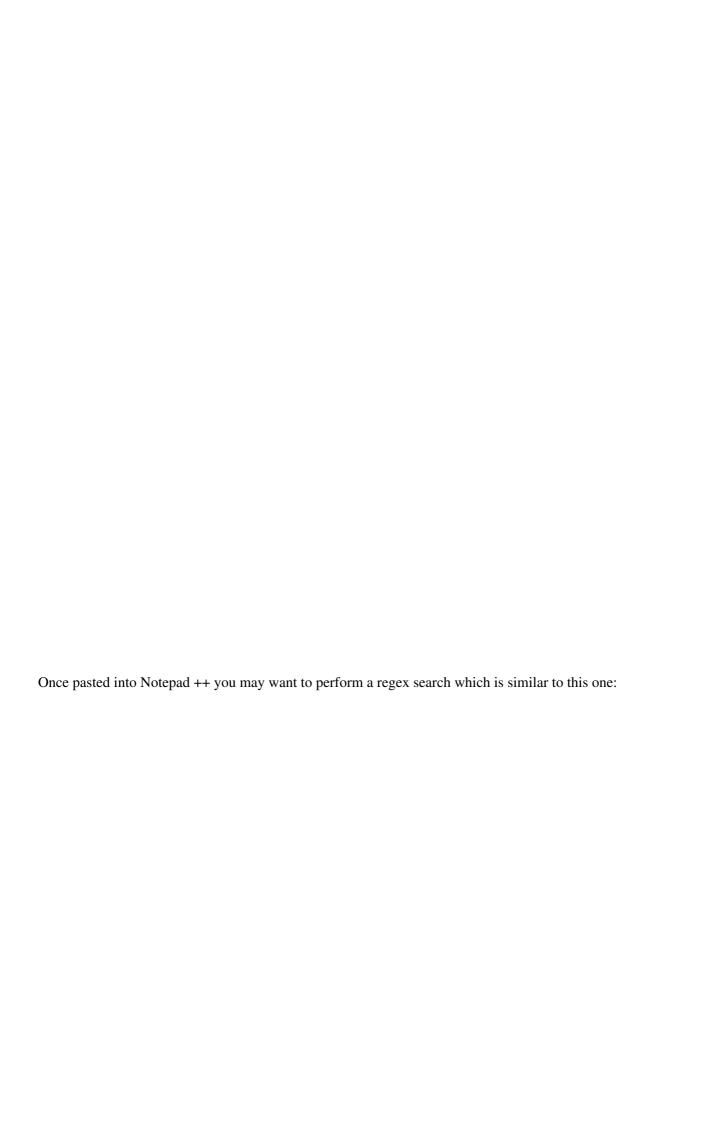
Alternatively you may notice the following warning from Parallels Remote Application Server Monitor:

in this case #45 is a published item ID in RAS Console:

In "Published from" tab you may find one or several servers, Server Group or All Server in Site specified:

For **Server Group**, please open **RAS Console > Farm > RD Sessions Hosts > Groups** and find the list of servers which should be checked:

For All Servers in Site and when there are doz	zens of servers in a Farm, it's easie	er to copy contents of RAS Console
> Information to Clipboard:		





Same steps should be used to check RDSH Agent Settings on a number of servers which do not belong to Server Group.
Resolution
Open RAS Console > Farm > RD Session Hosts:
Once properties are opened, switch to Agent Settings tab and check Max Sessions parameter:

NOTE: When parameters on this page are not grayed out, it means that they are set individually for this server and default settings are not being inherited.

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