

RemoteApp issue: “The Group Policy Client service failed the logon.” “Access is denied.”

Problem:

When attempting to logon a 2008R2 RemoteApp the error message, " The Group Policy Client service failed the logon." "Access is denied" is returned.

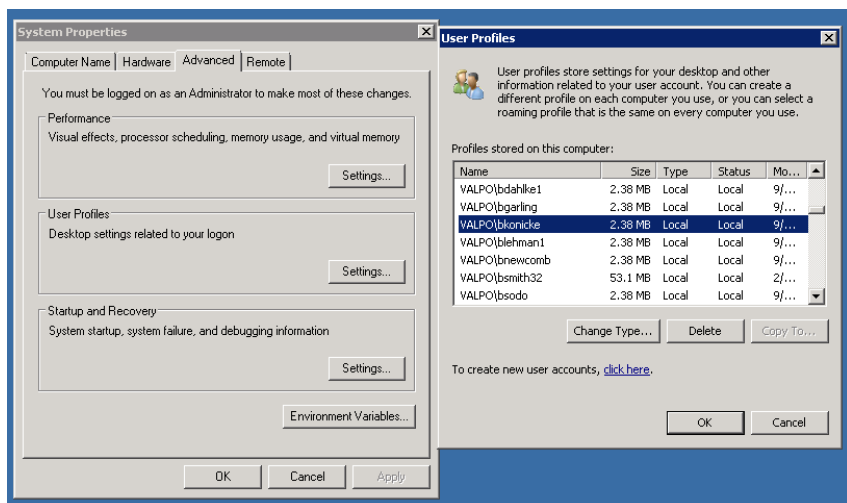


This is generally caused by a corrupt user profile on the RemoteApp server

Solution:

A System Administrator will need to logon the RemoteApp Server and manually delete the user profile.

This is done through the Advanced System Properties screen > User Profiles, Highlight the user's profile, Delete. OK



Still need help?

For additional assistance, contact the [IT Help Desk](#).

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