



Parallels Access cannot login to Windows computer

- Parallels Access

Symptoms

Parallels Access cannot login to Windows computer with error Connection failed. **Failed to connect to the remote computer**

Cause

- **User must change a password at next logon** flag is set for Windows user created via **New User** from **Computer Management** or via **Active Directory**.
- **Ask for my Windows user name and password as well** option is enabled in **Parallels Access Agent** in Windows (Parallels Access Agent Preferences -> Advanced).

Workaround

1. On your Windows PC click on Parallels Access Agent icon in Windows tray on the taskbar.
2. Click on **Preferences** and then **Advanced**.
3. Uncheck **Ask for my Windows user name and password as well**.

Alternative resolution

Login to your Windows user account from your PC and set new password to the user, then try to connect from the mobile device again.

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