



[02/00000006] The client could not establish a connection to the remote computer.

- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.1

Symptoms

- Unable to connect to the Gateway.
- Unable to open any of published apps from RDP Client, the error appears:

Cause

Connection issue

Resolution

Please make sure there are no issue with firewalls and/or antivirus software.

If from one network you cannot connect and from another you can then it is more likely to be a firewall issue. If you able to list all the application from the non working network then ensure that the connection mode is set to "**Gateway**", in this way all traffic will pass from port 80.

NOTE: In some cases (applies for old builds, such as v 10), the reason of the issue is that RAS did not maintain the private key and certificate settings, you just need to put them back:

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