Sessions running under the same user are not loadbalanced

- Parallels Remote Application Server

Symptoms

- if several sessions are created from different devices using the same credentials they run on the same RDS host and are not loadbalanced.

Resolution

Reconnect sessions using client's IP address only option should be enabled to resolve this issue. After is is enabled, Remote Application Server will try to resume sessions based on the client IP address instead of username:

- open **Remote Application Server Console > Load Balancing >** check **Reconnect sessions using client's IP address only** option:

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