Configuring Client Filtering fails with the error "No new servers were found"

- Parallels Remote Application Server

Symptoms

When adding a Client Filtering for a published application in Remote Application Server Console, the following error message is displayed:

```
No new servers were found.
```

Cause

Remote Application Server detects clients for the filtering by using Windows Network Discovery. This error occurs when the network discovery is turned off. You can make sure of it by navigating Network node in Windows Explorer:

Resolution

Turn on Windows Network Discovery by the following steps:

1. Navigate to **Control Panel > Network and Internet > Network and Sharing Center > Advanced sharing settings**, choose **Turn on network discovery** in Domain (current profile) section then click "Save changes" button.

2. Open **Ethernet0** (the number of Ethernet varies per your environment) Status, click Properties, double-click "Internet Protocol Version 4 (TCP/IPv4)" then click "Advanced" button.
3. In Advanced TCP/IP Settings, move to WINS tab, choose **Enable NetBIOS over TCP/IP**.

4. Click **OK** in cascades to close all dialogs.
5. Launch Windows Explorer, navigate to Network node then make sure that some neighbor computers are listed.

6. If target clients are not listed, make sure of the following steps on each target client respectively:

    - Repeat above steps from #1 to #4.
    - Start **Computer Browser** service in Windows service (**services.msc**).
    - Allow all Inbound firewall rules with regards to Network Discovery in Windows Firewall with Advanced Security (**wf.msc**) with an appropriate scope (e.g. Domain):
7. Re-launch Remote Application Server Console, navigate to **Publishing > (choose any application) > Filtering tab** page, choose **Client** as Filtering type then click **[+]** button.
8. Now you can see the list of computers as well as you see in Windows Explorer.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.