

## Adding user to Root administrators from command line

- Parallels Remote Application Server

### Symptoms

Credentials for all RAS administrators were lost and now you can't login to RAS Console.

### Resolution

To add a new AD account to the list of RAS administrators, do the following:

1. Start **elevated Command line** window;
2. Execute the command:

```
"c:\Program Files (x86)\Parallels\ApplicationServer\x64\2XRedundancy.exe" -c  
-AddRootAccount username <domain>
```

Where:

**username** - login of the user you'd like to add;  
**<domain>** - the domain the user belongs to, optional.

3. After that you'll receive a confirmation that the user has been added to Root admins of the farm successfully:

4. Now you can login to RAS Console with the newly added account.

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