

Publishing agent failed to connect to master redundancy

• Parallels Remote Application Server

Symptoms

There are licensing issues or settings aren't applied properly, and **controller.log** has an error **Failed to connect to master redundancy**:

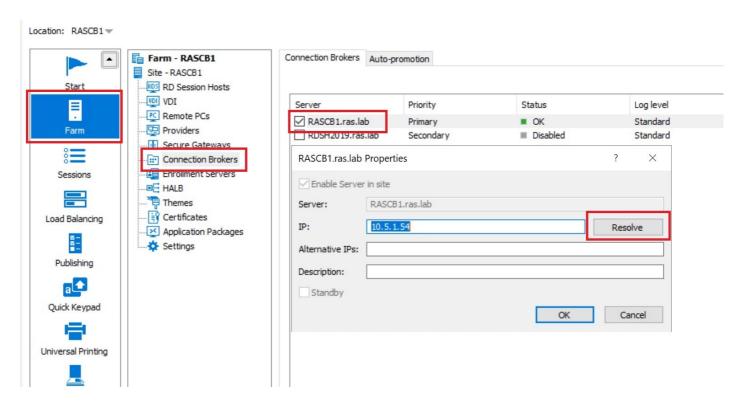
[E 06/000000A3/T0978/P07A4] 11-05-20 15:02:18 - Failed to connect to master redundancy (10.5.1.99).

Cause

The IP address in the properties of the **Primary Connection Broker** is incorrect.

Resolution

- 1. Go to RAS Console Farm Connection Brokers.
- 2. Open the properties of the **Primary Connection Broker**.
- 3. Click Resolve.



4. Click **Apply** and reopen the RAS Console.

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