

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**.

The screenshot shows the RAS Console interface. On the left, the 'Farm' menu item is highlighted with a red box. In the 'Farm - RASCB1' tree, 'Connection Brokers' is also highlighted with a red box. The main pane shows a table of connection brokers:

Server	Priority	Status	Log level
☒ RASCB1.ras.lab	Primary	OK	Standard
☐ RDSH2019.ras.lab	Secondary	Disabled	Standard

Below the table, the 'RASCB1.ras.lab Properties' dialog is open. The 'IP' field is highlighted with a red box and contains the value '10.5.1.54'. The 'Resolve' button is also highlighted with a red box. Other fields include 'Server' (RASCB1.ras.lab), 'Alternative IPs', 'Description', and a 'Standby' checkbox. 'OK' and 'Cancel' buttons are at the bottom.

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

