

Remote PCs added to Remote PC pool report their IP addresses as 0.0.0.0

- Parallels Remote Application Server

Symptoms

Remote PCs added to **Remote PC pool** report their IP addresses as **0.0.0.0**:

When you check the agent status in **Guest VMs list**, it's **Not verified**:

Cause

The Remote PC and the corresponding **RAS Provider Agent** are located in different subnets.

The broadcast traffic from the Remote PC used for agent communication can't reach the **RAS Provider Agent**.

Resolution

Please apply the solution from [this KB article](#).

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