

## **Unable to connect to farm Please make sure that is online and the RAS Redundancy Service is running**

- Parallels Remote Application Server

### **Symptoms**

RAS Console can't connect to the farm, error **Unable to connect to farm <...> Please make sure that <...> is online and the RAS Redundancy Service is running** is thrown:

However, **RAS Redundancy Service** is running on the target server and locally installed RAS Console works fine.

### **Cause**

Connections to TCP port **20001** on the **Connection Broker** server are blocked by the firewall:

### **Resolution**

Allow incoming connections on TCP port **20001**.

---

© 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.