# || Parallels<sup>®</sup>

## Failed to launch Shutdown

• Parallels Remote Application Server

# Symptoms

The following error appears when using the **Tools > Shutdown** action in the Parallels Remote Application Server Console:

Parallels Remote Application Server Console Failed to launch Shutdown.

The network path was not found. ------OK

However, for a brief moment a black window (shutdown) is visible.

## Cause

Firewall rules are missing on the remote Microsoft Windows Server.

#### Resolution

- 1. Open Windows Defender Firewall with Advanced Security on the server that should be shutdown.
- 2. Navigate to Inbound rules and enable these built-in rules to accept incoming traffic:
  - ◆ File and Printer Sharing (SMB-In)
  - ◆ Remote Service Management (RPC)

Alternatively, enable these firewall rules by using a Group Policy.

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