

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.
