

Parallels Access: Unable to connect to computer

• Parallels Access

Symptoms

When trying to connect to a remote computer using Parallels Access, you get the error:

Unable to connect to computer

Resolution

- Disable Firewall and Anti-Virus software.
- Make sure that **Support for assistive devices** is turned on:

In OS Maverick or earlier: Apple logo > System Preferences > Accessibility > Enable access for assistive devices.

In Yosemite OS / El Capitan: Apple logo > System Preferences > Security & Privacy > Privacy > add Parallels Access to the list of application Allow the apps below to control your computer)

• Please check whether Parallels Access is in Accessibility list:

Open System Preferences > Security & Privacy > Privacy > Accessibility

If there is no Parallels Access icon, drag and drop it from **Applications**. Then check the checkbox to allow Parallels Access control.

• Please make sure the following network port is not blocked on both remote computer and Parallels Access sides:

443:TCP

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