



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