

## <u>Unable to connect to RAS Gateway. Internal error</u> (01/0000004).

- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 18.1
- Parallels Remote Application Server 18.2

## **Symptoms**

Mac OS X, User Portal (or others) Clients are unable to connect to Remote Applications Server. The error appears:

```
Internal error <4> (01/0000004). Application listing is not allowed for this client. Please contact your system administrator.
```

## Cause

Client type was not checked in **RAS** Console.

## Resolution

- 1.In **RAS** Console > go to **Connection**.
- 2.Switch to **Allowed Devices** tab-> tick the type of **Clients** you use.

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