

Unable to connect to RAS Gateway. Internal error

- 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> (01/00000004).  
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.