

Parallels Access: Unable to connect to the server

• Parallels Access

Symptoms

I am trying to connect to Parallels Access Agent which is installed on my Windows PC but I receive an error message:

"Unable to connect to the server"

Cause

The connection blocked by 3-rd party (e.g. anti-virus software)

Resolution

- 1. Click **Start**, type **msconfig** in the Search box, and then hit **Return/Enter**. (If you are prompted for an administrator password or for a confirmation, type the password or click Continue.)
- 2. On the General tab, click Selective Startup.
- 3. Under **Selective Startup**, click to clear the **Load Startup Items** check box.
- 4. Click the **Services** tab, click to select the **Hide All Microsoft Services** check box, and then uncheck all remaining services except for those related to Parallels Access.
- 5. Click OK.
- 6. When you are prompted, click Restart.
- 7. Additionally please disable Windows Firewall and Anti-Virus software.
- 8. Check the issue.

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