



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.