



License key activation failed / Unable to validate license / Cannot contact the licensing server

- Parallels Remote Application Server

Symptoms

- I cannot register/activate Parallels Remote Application Server.
- I am getting an error: **Failed to communicate with Parallels Authentication Server**
- Unable to validate RAS license, and status shows up as "Cannot contact licensing server". Unable to reactivate the license from RAS Console.

Cause

Connectivity to the remote server is blocked.

Resolution

Parallels RAS servers are being served through [Cloudflare](#). The most probable reason is that it is blocked by Geo IP or firewall.

Please ensure that from Server where Parallels Remote Application Server Master Connection Broker is installed you can connect to:

```
my.parallels.com
ras.parallels.com
s.parallels.com
```

If your firewall solution doesn't allow whitelisting FQDNs, please whitelist the subnets listed [here](#).

Following FQDNs need to be added to the exclusions list and connection over port 443 should be possible.

```
telnet my.parallels.com 443
```

```
telnet ras.parallels.com 443
```

```
telnet s.parallels.com 443
```

Or using PowerShell:

```
Test-NetConnection my.parallels.com -Port 443
```

```
Test-NetConnection ras.parallels.com -Port 443
```

```
Test-NetConnection s.parallels.com -Port 443
```

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