

## **Failed to load license information. Error: 50**

- Parallels Remote Application Server

### **Symptoms**

Parallels RAS farm was deactivated.

#### **licensing.log:**

```
[I 0B/00000001/T3890/P347C/S0001] 03-02-20 17:06:31 - IP - 0.0.0.0 (Mac
18-66-DA-F5-F3-82)
[I 0B/00000001/T3890/P347C/S0001] 03-02-20 17:06:31 - IP - 175.15.2.254 (Mac
18-66-DA-F5-F3-80)
[I 0B/00000001/T3890/P347C/S0001] 03-02-20 17:06:31 - IP - 192.168.8.254 (Mac
18-66-DA-F5-F3-80)
[I 0B/00000001/T3890/P347C/S0001] 03-02-20 17:06:31 - IP - 0.0.0.0 (Mac
18-66-DA-F5-F3-81)
[I 0B/00000001/T3890/P347C/S0001] 03-02-20 17:06:31 - IP - 0.0.0.0 (Mac
18-66-DA-F5-F3-83)
[I 0B/00000001/T3890/P347C/S0001] 03-02-20 17:06:31 - IP - 25.55.132.114 (Mac
7A-79-19-37-84-72)
...
[I 0B/00000001/T0CAC/P0CA8] 03-02-20 20:48:09 - IP - 175.15.2.254 (Mac
18-66-DA-F5-F3-80)
[I 0B/00000001/T0CAC/P0CA8] 03-02-20 20:48:09 - IP - 192.168.8.254 (Mac
18-66-DA-F5-F3-80)
[I 0B/00000001/T0CAC/P0CA8] 03-02-20 20:48:09 - IP - 0.0.0.0 (Mac
18-66-DA-F5-F3-83)
```

#### **controller.log:**

```
[E 56/00000000/T0D1C/P0D0C] 03-02-20 20:48:10 - Invalid MAC address detected.
License MAC address: 18-66-DA-F5-F3-82, Current MAC address:
18-66-DA-F5-F3-80
[E 07/00000015/T0D1C/P0D0C] 03-02-20 20:48:10 - Failed to load license
information. Error: 50.
```

### **Cause**

NIC that was used for activating RAS was detached from the server.

### **Resolution**

Reactivate RAS using the current NIC configuration and avoid detaching NICs in the future.

---

© 2025 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.