Publishing agent failed to connect to master redundancy

- Parallels Remote Application Server

Symptoms

There are licensing issues or settings aren't applied properly, and **controller.log** has an error **Failed to connect to master redundancy**:

```
[E 06/000000A3/T0978/P07A4] 11-05-20 15:02:18 - Failed to connect to master
redundancy (10.5.1.99).
```

Cause

The IP address in the properties of the **Primary Connection Broker** is incorrect.

Resolution

1. Go to **RAS Console Farm Connection Brokers**.
2. Open the properties of the **Primary Connection Broker**.
3. Click **Resolve.**

4. Click **Apply** and reopen the RAS Console.

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