|| Parallels[®]

Enrollment Server stays in "Not Verified" state

• Parallels Remote Application Server

Symptoms

Enrollment Server stays in Not Verified state.

EnrollServer.log:

```
[T 00/0000000/T1D30/P0B3C] 08-06-20 14:40:03 - Started Thread PA Settings
Thread (id 0x21b8 handle 724), threads running 3
[T 6D/000000B/T21B8/P0B3C] 08-06-20 14:40:03 - Connecting to the next PA...
[T 6D/0000008/T21B8/P0B3C] 08-06-20 14:40:03 - No Agent ID available.
Waiting for connection request from the PA
[E 6D/0000003/T21B8/P0B3C] 08-06-20 14:40:03 - Failed to connect to any PA.
```

Cause

Incoming connections on port 30030 are blocked.

Resolution

Please allow incoming **TCP and UDP** connections from RAS Publishing Agent and RAS Console on the Enrollment Server over the port **30030**.

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