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Remote PCs added to Remote PC pool report their IP addresses as 0.0.0.0

• Parallels Remote Application Server

Symptoms

Remote PCs added to Remote PC pool report their IP addresses as 0.0.0.0:

When you check the agent status in Guest VMs list, it's Not verified:

Cause

The Remote PC and the corresponding RAS Provider Agent are located in different subnets.

The broadcast traffic from the Remote PC used for agent communication can't reach the RAS Provider Agent.

Resolution

Please apply the solution from this KB article.

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