



NIC teaming causes farm deactivation

- Parallels Remote Application Server

Symptoms

- Parallels RAS farm was deactivated.
- Server gets deactivated randomly and/or after every restart

The following strings are found in the logs:

controller.log:

```
[E 56/00000007/T1094/P0D38] 29-02-19 00:11:27 - Invalid MAC address detected.  
License MAC address:  
55-66-DA-77-CA-76, Current MAC address: 55-66-DA-77-CA-77  
[E 07/00000015/T1094/P0D38] 29-02-19 00:11:27 - Failed to load license  
information. Error: 50
```

licensing log:

```
[I 0B/00000001/T3890/P347C/S0001] 29-02-19 00:11:27 - IP - 175.15.2.254 (Mac  
55-66-DA-77-CA-76)  
[I 0B/00000001/T3890/P347C/S0001] 29-02-19 00:11:27 - IP - 192.168.8.254 (Mac  
55-66-DA-77-CA-77)
```

Cause

One of the parameters used for binding an activation to the specific machine is its MAC address, making the static MAC a requirement for the RAS licensing purposes.

Any manipulations with the MAC addresses are not recommended in order to avoid license deactivation as the MAC address is changed.

Please note that this is one of the reasons Remote Application Server does not support NIC teaming (or Load Balancing/Failover (LBFO)).

In the setups that use NIC teaming the MAC address alternates between the NIC cards in the team - primary NIC may be randomized after each reboot, thus resulting in the change to the MAC address of Team.

Resolution

Use a static MAC address for the Parallels licensing server machine (Master Publishing Agent in Licensing Site).
