

## Unable to connect to farm Please make sure that is online and the RAS Redundancy Service is running

• Parallels Remote Application Server

## **Symptoms**

RAS Console can't connect to the farm,	, error Unable to connect to farm <> Please make sure that <>
online and the RAS Redundancy Serv	vice is running is thrown:

However, RAS Redundancy Service is running on the target server and locally installed RAS Console works fine.

## Cause

Connections to TCP port **20001** on the **Connection Broker** server are blocked by the firewall:

## Resolution

Allow incoming connections on TCP port 20001.

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