Virtual machine isn't powered on automatically when users start a desktop published from it, error "The remote computer is already in use by another user" is displayed

- Parallels Remote Application Server

Symptoms

The virtual machine isn't powered on automatically when users start a desktop published from it, error **The remote computer is already in use by another user** is displayed.

However, it's possible to start the VM manually from the RAS Console.

Cause

Misconfiguration of Provider settings.

Max connections value should be increased:

Resolution

Please adjust the **Max connections** value in **RAS Console Farm Provider Select the appropriate provider -> Agent Settings**.

It should match the state of the hypervisor and your needs - if you have say 400 VMs on the hypervisor and expect all of them to work simultaneously, please set **Max connections** to 400 as well.

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