



Error: This account cannot be used to activate Parallels RAS

- Parallels Remote Application Server

Symptoms

RAS license can't be activated, error **Error: This account cannot be used to activate Parallels RAS...** is thrown:

licensing.log:

```
[I 56/00000001/T17A8/P1410/S0002] 18-05-21 20:14:22 - GET URL:  
https://ras.parallels.com/account/api/v1/sets/US_STATES, Headers: , Cookie:  
PAXLocale=en-US  
[I 56/00000001/T17A8/P1410/S0002] 18-05-21 20:14:22 - GET try 1, Code: 403,  
Response: null  
[I 56/00000001/T17A8/P1410/S0002] 18-05-21 20:14:22 - GET URL:  
https://ras.parallels.com/account/api/v1/sets/CA_STATES, Headers: , Cookie:  
PAXLocale=en-US  
[I 56/00000001/T17A8/P1410/S0002] 18-05-21 20:14:22 - GET try 1, Code: 403,  
Response: null
```

If you try to open <https://parallels.com>, you get error **1006 Access denied**:

Cause

Your subnet has been blocked on Cloudflare due to suspicious activity.

Resolution

Please reach out to [Technical Support](#).

You may need to use another device connected to another subnet to submit a ticket.

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