



"Specific machine was not found" error while attempting to connect to RemotePC used over VDI

- Parallels Remote Application Server

Symptoms

- VDI Provider "Remote PC Static" in use.
- Launching an app or desktop from this PC results to the following error

01/00000005 A specific machine was not found

Cause

Incorrect MAC address of RemotePC listed in RAS Console

Resolution

Please type correct MAC address at RAS Console > **VDI** > right-click on **VDI Host** > **Properties** > **Remote PCs** tab and apply the settings

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