Parallels Access: Unable to connect to computer

- Parallels Access

Symptoms

When trying to connect to a remote computer using Parallels Access, you get the error:

```
Unable to connect to computer
```

Resolution

- Disable Firewall and Anti-Virus software.
- Make sure that **Support for assistive devices** is turned on:

  In OS **Maverick** or earlier: **Apple** logo **> System Preferences > Accessibility > Enable access for assistive devices**.

  In **Yosemite OS / El Capitan**: **Apple** logo **> System Preferences > Security & Privacy > Privacy >** add Parallels Access to the list of application **Allow the apps below to control your computer**)
- Please check whether Parallels Access is in Accessibility list:

  Open **System Preferences > Security & Privacy > Privacy > Accessibility**

  If there is no Parallels Access icon, drag and drop it from **Applications**. Then check the checkbox to allow Parallels Access control.
- Please make sure the following network port is not blocked on both remote computer and Parallels Access sides:

  ```
  443:TCP
  ```

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