



Mac client does not receive policies from Parallels Proxy and cannot be registered

- Parallels Device Management

Symptoms

- Mac client does not receive policies from Parallels Proxy
- Mac manual registration was successful, however, Mac is still not registered in SCCM.
- SCCM infrastructure is configured in https mode

Logs

In `C:\Windows\Logs\pma_isv_proxy_service.log`

```
10-04 12:36:38.093 I /pma_isv_proxy_service:22300:1628/ Got client registration request from '10.1.76.1'
10-04 12:36:38.212 D /pma_isv_proxy_service:22300:1628/ No existing SMS resources match (10.0.0.32, 8F0A...
10-04 12:36:41.119 D /pma_isv_proxy_service:22300:38cc/ Got request 'CheckClientStatus' from client df4...
10-04 12:36:41.146 D /pma_isv_proxy_service:22300:38cc/ Updated client information from RPC request wit...
10-04 12:36:41.275 D /pma_isv_proxy_service:22300:38cc/ Could not find resource with SMSID = 'df47b1a2-...
10-04 12:36:41.284 W /CmProxyCerts:22300:38cc/ PFX blob is invalid

10-04 12:36:41.284 I /CmProxyCerts:22300:38cc/ No client certificate found for 'df47b1a2-b1dd-2f4b-ba3...
10-04 12:36:41.323 D /Certs:22300:38cc/ Template name = '1.3.6.1.4.1.311.21.8.11026348.13148865.117498...
> 10-04 12:36:45.056 W /Certs:22300:38cc/ CryptError: 0x80090014 (Invalid provider type specified.)
10-04 12:36:45.325 D /CertStore:22300:38cc/ Stored PKI certificate '4fcd23e0d13a02694c0b982440b8af5b2b2b'
```

Cause

Parallels Proxy fails to register Mac because of Certificates templates misconfiguration

Resolution

1. Delete existing Certificates templates on CA server.
2. Follow [this](#) (if CA is running on Windows server 2012) or [this](#) (if CA is running on Windows server 2008) article to re-create templates.
3. Re-configure Parallels Proxy.