

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

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.

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