



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

Log

Following entries can be found in **MP_RegistrationManager.log** located on Management Point server (default location is **C:\Program Files\SMS_CCM\Logs**):

```
<![LOG[Begin validation of Certificate [Thumbprint 853E2EFD2C066EBB493632CEA81E5EFB13283984] issued to  
-----  
<![LOG[The certificate chain processed correctly but terminated in a root certificate not trusted per C  
-----  
<![LOG[Completed validation of Certificate [Thumbprint 853E2EFD2C066EBB493632CEA81E5EFB13283984] issued
```

Following entries can be found in **C:\Windows\Logs\pma_isv_proxy_service.log** located on Parallels Configuration Manager Proxy server:

```
10-19 12:51:37.015 D /pma_isv_proxy_service:2240:18bc/ Got request 'CheckClientStatus' from client d080c83d-5903-7b44-bde5-14b98c8b1b  
10-19 12:51:37.031 D /AdsiWrap:2240:18bc/ IADs::Get() returned 0x8000500d (Unable to obtain message text)  
10-19 12:51:37.031 D /pma_isv_proxy_service:2240:18bc/ Skip DN 'OU=Computers,DC=domain,DC=local': Unknown  
10-19 12:51:37.032 D /pma_isv_proxy_service:2240:18bc/ Updated client information from RPC request with  
10-19 12:51:37.128 D /pma_isv_proxy_service:2240:18bc/ Could not find resource with SMSID = 'd080c83d-5903-7b44-bde5-14b98c8b1b'  
...  
10-19 12:51:37.522 D /SmsMsgApi:2240:18bc/ Registration response for message type 0: '<ClientRegistrationResponse>  
10-19 12:51:37.522 W /SmsMsgApi:2240:18bc/ Unable to parse registration response for message type 0: 'Invalid  
10-19 12:51:37.522 W /SmsResourceMgr:2240:18bc/ Registration response could not be parsed  
10-19 12:51:37.522 W /CmProxyUtils:2240:18bc/ Could not reregister client 'd080c83d-5903-7b44-bde5-14b98c8b1b'  
10-19 12:51:37.522 W /CmProxyUtils:2240:18bc/ Not re-registered client 'd080c83d-5903-7b44-bde5-14b98c8b1b'  
10-19 12:51:37.522 D /pma_isv_proxy_service:2240:18bc/ Sending registration status 2 to 10.10.10.84 (se
```

Cause

Parallels Configuration Manager Proxy service fails to issue a certificate for Mac because trusted Root CA is not specified in the SCCM Console.

Resolution

1. Open SCCM Console and navigate to **Administration > Site Configuration > Sites** > right-click the site in the right pane > **Properties** > switch to **Client Computer Communication** tab.
2. Click **Set** button and add certificate of the appropriate root CA (the one that is the Root CA of Mac PKI certificates).
3. Uninstall Mac client.
4. Delete Mac from SCCM Console.

5. Install client and register it.

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