|| Parallels[®]

Unable to download Parallels Mac Management Agent for Mac

- Parallels Device Management
- Parallels Mac Management 3.0

Symptoms

You are unable to download the Parallels Mac Management for SCCM Agent for Mac using a link taken from Parallels Mac Management properties in SCCM:

alleis managemen	nt Add-on Properties	>
ac Enrollment		
Mac Agent Installer	URL:	
http://	:8001/files/pma_agent.dmg	
Parallels Configurati	ion Manager Proxy URL:	
http://	:8001/isvproxy/rpc	

You paste the link taken from Parallels Mac Management preferences (see the screen shot) https://<SERVER_WITH_SCCM_PROXY>:8001/files/pma_agent.dmg in the address bar and the error message appears:

'Safari can't open the page '' https://<SERVER_WITH_SCCM_PROXY>:8001/files/pma_agent.dmg '' because the server where this page is located isn't responding.'

Cause

- 1. Mistake in URL
- 2. Server is available, but Parallels SCCM Proxy isn't installed
- 3. Server is available, **Parallels SCCM Proxy** is installed, but service **Parallels Configuration Manager Proxy** isn't started
- 4. Server is available, Parallels SCCM Proxy is installed, service Parallels Configuration Manager Proxy is started but Firewall is enabled

Solution

- 1. Check your Parallels Mac Management download link, it should be https://<YOUR_SERVER_WITH_SCCM_PROXY>:8001/files/pma_agent.dmg
- 2. Check SERVER_WITH_SCCM_PROXY is available via network connection.

3. Make sure Parallels SCCM Proxy is installed. If not, install and configure Parallels SCCM Proxy

4. Make sure the Parallels Configuration Manager Proxy service is running:

- Open Services (Click Start->Administrative Tools->Services).
- Find Parallels Configuration Manager Proxy service.
- Check if status is Running.

1. Status is empty: check if Parallels Configuration Manager Proxy is configured

2. Status is Running: go to the next solution item below

5. If everything from points 1 to 4 is correct but the issue still persists please check Firewall settings to make necessary exceptions, see the chapter **Configure Windows Firewall** in **Parallels Mac Management for SCCM 2012 Administrator's Guide** for details

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