



Unable to register Parallels Mac Management Agent for Mac: Could not connect to Parallels Configuration Manager Proxy error message

- Parallels Device Management

Symptoms

You are unable to complete manual Parallels Mac Management Agent for Mac installation on a Mac. When clicking Continue button on the Parallels Configuration Manager Proxy address screen this error message appears:

Could not connect to Parallels Configuration Manager Proxy

Cause

- Parallels Configuration Manager Proxy is located behind Firewall
- Proxy service is stoped

Resolution

See the chapter **Configure Windows Firewall** in [Parallels Mac Management for SCCM Administrator's Guide](#) for details to configure the Firewall for Parallels Mac Management Agent for Mac.

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