



Unable to register manually installed Mac Client.

- Parallels Device Management

Symptoms

Unable to register manually installed **Parallels Mac Client**.

The following errors persists in the **pma.agent_ui.log**:

```
02-19 14:30:12.533 I /SvcLocator:37841:223f/ Credential initialized for user@domain
02-19 14:30:12.533 D /RegistrationAgent:37841:807/ Service locator failed. KRBv5 Error: Credentials o
```

Cause

Kerberos ticket cache needs to be cleared.

Resolution

Clear **Kerberos ticket cache** via this command:

```
kdestroy -a
```

or

```
sudo kdestroy
```

Parallels Mac Client Wizard should show up itself after **pma_agent_ui** process starts. You may try to kill **pma_agent_ui** process to force it to restart.

In addition, in the Wizard this is better to insert only username without @domain and domain\ _____
