



Unable to enable FileVault2 with domain user account

- Parallels Device Management

Symptoms

Unable to enable FileVault2 with domain user account

The following errors in `pma_agent.log`:

```
03-30 09:44:43.243 D /FileVaultAgent:43:a13/ Received FileVault 2 configuration from 'nievjc'.
03-30 09:44:43.243 I /FileVaultAgent:43:a13/ Enabling FileVault 2...
03-30 09:44:43.510 W /FileVaultUtils:43:34a3/ Unable to move FileVault master keychain: No such
03-30 09:44:43.598 F /FileVaultUtils:43:34a3/ Command is failed : /usr/bin/fdesetup [enable -i
03-30 09:44:43.598 F /FileVaultUtils:43:34a3/ ExitCode : 11
03-30 09:44:43.598 F /FileVaultUtils:43:34a3/ ErrorCode : 5
03-30 09:44:43.598 W /FileVaultAgent:43:34a3/ Unable to enable FileVault 2.
```

Resolution

Generally, it's recommended to use local accounts. To make Filevault2 work with domain accounts, you need to convert them to mobile accounts.

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