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#### Parallels Mac Management for Microsoft SCCM Problem Monitor has failed to establish connection to SCCM Proxy.

• Parallels Device Management

## Symptoms

Unable to connect to the Proxy Server because of the error:

Parallels Mac Management for Microsoft SCCM Problem Monitor has failed to establish connection t

The following error persists in pma\_isv\_proxy\_service.log:

D /AuthzManager:3632:9d8/ Access to 'ProblemReportListRequest' denied for 'username' (Access is a

#### Cause

User do not have rights for reports viewing.

## Resolution

Reconfigure the **Proxy Server** (run the Proxy Configuration Wizard) and add this user to the **Problem Monitor Users** list

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