

PKI setup fails during Parallels Mac Management installation (CA is installed on Windows Server 2012)

• Parallels Device Management

Symptoms

Unable to configure Parallels Mac Management Proxy.

You get one of the following error messages:

Cause

Invalid provider type specified for certificate template.

Certificate templates for Parallels Configuration Manager proxy and Mac computers are not configured or are configured improperly.

Resolution

Please re-generate certificate template for **Parallels Configuration Manager** Proxy and **Mac** Computers using steps below:

Creating a Certificate Template for Parallels Configuration Manager Proxy

- 1. In Windows, click Start > Administrative Tools > Certification Authority
- 2. Expand the tree of your **Certification Authority**.
- 3. Right-click Certificate Templates and click Manage. The Certificate Template Console opens.
- 4. In the template list, locate **Web Server**, right-click it and then click **Duplicate Template**. The Properties of **New Template** dialog opens.
- 5. On the **Compatibility** tab page, select **Windows Server 2008** as Certification Authority and **Windows 7** / **Server 2008 R2** as Certificate recipient.
- 6. On the **General** tab page, specify a template name.
- 7. On the Cryptography tab page, set Minimum key size to 2048. In the Providers pane chose Microsoft RSA SChannel Cryptographic Provider and Microsoft DH SChannel Cryptographic Provider, in Algorithm name field chose value Determined by CSP
- 8. On the Request Handling tab page, select the Allow private key to be exported option.
- 9. On the **Subject Name** tab page, select the **Supply in the request** option and the **Use subject information from existing certificates for autoenrollment renewal requests** option.
- 10. On the Extension tab page, double-click the Application Policies extension, then click Add and select Client Authentication from the list. Click OK and then OK again. The Client Authentication description should appear in the Description of Application Policies list.
- 11. On the **Security** tab page, add the server that hosts **Parallels Configuration Manager Proxy** and the user account under which the Proxy is running. Grant them **Enroll** and **Autoenroll** permissions. Please note that if the Proxy is running under the **LocalSystem** account, then you only need to add the computer name.
- 12. Click **OK** to close the **Properties of New Template** dialog.
- 13. Close the **Certificate Template Console**.

- 14. Back in the **Certification Authority** window, right-click **Certificate Templates** again and choose **New** > **Certificate Template to Issue**.
- 15. Select the template that you created in the previous steps and click **OK** to enable it.

Creating a Certificate Template for Mac Computers

- 1. In Windows, click Start > Administrative Tools > Certification Authority.
- 2. Expand the CA tree, right-click Certificate Templates and click Manage.
- 3. The **Certificate Template Console** opens.
- 4. In the template list, locate **Workstation Authentication**, right-click it and then click **Duplicate Template** in the context menu.
- 5. On the Compatibility tab page, select Windows Server 2008 as Certification Authority and Windows 7 / Server 2008 R2 as Certificate recipient.
- 6. On the **General** page, specify a template name.
- 7. On the **Cryptography** tab page, set **Minimum key size** to **2048**. In the **Providers** pane chose **Microsoft RSA SChannel Cryptographic Provider**, in **Algorithm name** field chose value **Determined by CSP**
- 8. On the **Request Handling** tab page, select the **Allow private key to be exported** option.
- 9. On the **Subject Name** tab page, select the **Supply in the request** option. The **Certificate Templates message** box will pop. Click **OK** to close it.
- 10. On the **Subject Name** tab page, select **Use subject information from existing certificates for autoenrollment renewal requests** option.
- 11. On the **Extension** tab page, make sure that **Client Authentication** is displayed in the **Description of Application Policies** list. If it's not, add it.
- 12. On the **Security** tab page, add the server that hosts **Parallels Configuration Manager Proxy** and the user account under which the Proxy is running. Grant them **Enroll** and **Autoenroll** permissions. If the Proxy is running under the **LocalSystem** account, then you only need to add the computer name.
- 13. Click **OK** to close the **Properties of New Template** dialog.
- 14. Close the **Certificate Templates** Console.
- 15. In the Certification Authority window, right-click Certificate Templates and click New > Certificate Templates to Issue.
- 16. In the **Enable Certificate Templates** dialog, select the template that created in the previous steps and click **OK** to enable it.

After this re-configure Parallels Configuration Manager Proxy using created certificate templates.

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