



Unable to register Mac client: The Mac client cannot be assigned to the Configuration Manager site

- Parallels Device Management

Symptoms

- Manual Mac Client registration fails with the following error:

Registration failed: The Mac client cannot be assigned to the Configuration Manager site. Please

Logs

On the Mac the following entries can be found in

/Users/<username>/Library/Logs/pma_agent_ui.log:

```
10-12 05:47:35.635 D /MgmtPointLocator:75232:160b/ Started SMS site location request to 'https://proxy
10-12 05:47:36.261 D /RpcClientCpp:75232:9503/ Connecting to 'proxy_server_hostname' (10.124.4.13)...
10-12 05:47:36.479 D /RpcClientCpp:75232:7c03/ Successfully connected to '10.124.4.13'
10-12 05:47:37.709 D /MgmtPointLocator:75232:8803/ SMS site location request finished with 0 ()
10-12 05:47:37.710 D /SvcLocator:75232:160b/ Site Code: SCCM_SITE/SCCM_SITE0 Locality: 3
10-12 05:47:37.710 D /SvcLocator:75232:160b/ Local site not found in response
10-12 05:47:37.710 D /MgmtPointLocator:75232:160b/ IPv4 address added: 10.0.29.232/10.0.28.0
10-12 05:47:37.711 D /SvcLocator:75232:160b/ SMS site location request to https://proxy_server_hostname
addresses {
  ip_v4: "10.0.29.232"
  subnet: "10.0.28.0"
}
10-12 05:47:37.720 D /MgmtPointLocator:75232:160b/ Started SMS site location request to 'https://proxy
10-12 05:47:38.800 D /RpcClientCpp:75232:8803/ Connecting to 'proxy_server_hostname' (10.10.96.130)...
10-12 05:47:39.016 D /RpcClientCpp:75232:9503/ Successfully connected to '10.10.96.130'
10-12 05:47:40.282 D /MgmtPointLocator:75232:9d03/ SMS site location request finished with 0 ()
10-12 05:47:40.283 D /SvcLocator:75232:160b/ Site Code: SCCM_SITE/SCCM_SITE0 Locality: 3
10-12 05:47:40.283 D /SvcLocator:75232:160b/ Local site not found in response
10-12 05:47:40.283 D /RegistrationAgent:75232:160b/ IsvProxySelector failed. Couldn't find local ISVPro
10-12 05:47:40.283 D /RegistrationAgent:75232:160b/ Registration failed: The Mac client cannot be assign
```

On Parallels Configuration Manager Proxy server the following entries can be found in

C:\Windows\Logs\pma_isv_proxy_service.log:

```
10-11 14:47:39.804 D /pma_isv_proxy_service:17088:3e28/ Got SmsSiteLocationRequest from '10.0.29.232'
10-11 14:47:39.804 D /pma_isv_proxy_service:17088:3e28/ Processing SmsSiteLocationRequest from '10.0.29.232'
10-11 14:47:39.820 D /CmProxyUtils:17088:3e28/ AD site list for {10.0.29.232}: {AD_SITE}
10-11 14:47:39.820 D /CmProxyUtils:17088:3e28/ Requesting locations for {10.0.28.0}, site = 'AD_SITE'
10-11 14:47:39.820 D /SmsMsgApi:17088:3e28/ Message flags = 0x0, will attempt to set client certificate
10-11 14:47:39.960 D /CmProxyUtils:17088:3e28/ Remote SMS sites: '{}
10-11 14:47:39.960 D /CmProxyUtils:17088:3e28/ Fallback SMS sites: '{[ site_code: "SCCM_SITE" master_s
10-11 14:47:39.960 D /pma_isv_proxy_service:17088:3e28/ Got site info for '10.0.29.232': site_code: "SC
master_site_code: "SCCM_SITE0"
locality: FALLBACK
```

Cause

Boundary Groups misconfiguration.

Resolution

1. Make sure that there is no IP ranges overlapping in Boundary configuration (each boundary contains unique IP address range/subnet).
2. In SCCM Console locate Boundary Group containing Boundaries for corresponding Mac(s) and open its **Properties > References**.
3. Make sure that specified **Site system servers** are installed on the SCCM site this boundary is assigned to:
4. Site system servers that belong to the **SCCM site 1** should not be associated with the Boundary Group that is assigned to **SCCM site 2**:

In this particular case Site system server WIN-WSUS.RAS.TESTING must not be specified in any Boundary Group that is NOT assigned to Site **CPA**.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.