Wipe and Lock features do not work: unable to install MDM configuration profile

- Parallels Mac Management 6.0
- Parallels Device Management
- Parallels Mac Management 6.1

Symptoms

Wipe and Lock features do not work: unable to install MDM configuration profile

Cause

Another MDM profile is installed on the target Mac device. In such case Parallels Mac Management does not install Parallels MDM profile and as a result Mac cannot be managed.

Logs

From the **/Library/Logs/pma_agent.log**:

```
10-31 10:39:39.797 I /MacAgentUtils:78:6f93/ Installing MDM profile from 'https://addf.ttest.com:8860/p
11-02 09:16:21.982 I /MacAgentUtils:78:36b7/ MDM profile from 'https://ddf.ttest.com/DeviceServices/App
```

Resolution

To resolve the issue make sure that there are no other MDM profiles installed on the target Mac device. If there are any - remove them from **System Preferences > Profiles** menu.

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