

Unable to configure Parallels Mac Management MDM Link

- Parallels Device Management

Symptoms

Unable to configure **Parallels Mac Management MDM Link**.

MDM Link configuration process ends with the error:

```
Unknown rpc error: code=3, category='MDM IPC Error'
```

In `pmm_mdm_service.log` there are the following entries:

```
02-28 13:26:28.499 I /MdmCore:1896:1c80/ Starting WebServer with SSL encryption {Subject: pmdm.test
02-28 13:26:28.499 W /Certs:1896:1c80/ CryptError: 0x80090014 (Invalid provider type specified.)
02-28 13:26:28.515 W /Certs:1896:1c80/ OpenSSL error
02-28 13:26:28.515 W /Certs:1896:1c80/ Error getting private key
```

In `pmm_mdm_service_config.log` there are the following entries:

```
02-28 13:25:48.827 I /pmm_mdm_service_config:5132:1654/ Finish checking the prereqs...
02-28 13:26:20.983 I /pmm_mdm_service_config:5132:1654/ Configuring MDM certificate...
02-28 13:26:24.374 D /CmProxyCfgUtils:5132:1654/ Existing access mask = 0x0, desired = 0x80000000, resu
02-28 13:26:24.374 I /pmm_mdm_service_config:5132:1654/ Configuring SSL certificate...
02-28 13:26:24.374 F /CmProxyCfgUtils:5132:1654/ Cannot get CSP handle: Invalid provider type specifie
```

However, **Parallels MDM Server Configuration Wizard** finishes fine.

Cause

The web server certificate that was specified in **Parallels MDM Server Configuration Wizard** is a **Cryptographic New Generation (CNG)** certificate.

Parallels MDM is using **CryptoAPI** and do not support **CNG** certificates.

In order to check if the installed certificate indeed is a **CNG** certificate or not please open **CMD** as Administrator on the **Parallels Mac Management MDM** server and execute the following command:

```
certutil.exe -v -store my> certutil_my.txt
```

In the output file(`certutil_my.txt`) find the certificate in question and locate **KeySpec** and **ProviderType** attributes. If they are cert to 0, this is a **CNG** certificate.

Resolution

1. Convert the **CNG** certificate using the steps from the [article](#).
 2. Reconfigure **Parallels MDM Server Configuration Wizard** using the converted certificate.
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