

## <u>Authentication error during Task Sequence: The domain name</u> is incorrect or the domain controller is not online

• Parallels Device Management

## **Symptoms**

Mac fails to authenticate to the domain during the Task Sequence and throws an error "The domain name is incorrect or the domain controller is not online":

pmm\_tswizard.log contains the following records:

```
11-20 08:18:21.269 I /SvcLocator:423:9dcf/ Authenticating as user@domain.com
11-20 08:18:21.504 I /SvcLocator:423:9dcf/ Authenticated successfully
11-20 08:18:21.504 D /SvcLocator:423:307/ Start DNS lookup for
'_ldap._tcp.domain.com'
11-20 08:18:21.513 D /SvcLocator:423:307/ SRV record: host=forest.domain.com
port=389 priority=0 weight=100
11-20 08:18:21.513 D /SvcLocator:423:307/ DNS lookup finished
11-20 08:18:21.609 D /SvcLocator:423:307/ Start DNS lookup for
'_ldap._tcp.Default-First-Site-Name._sites.dc._msdcs.domain.com'
11-20 08:18:21.611 D /SvcLocator:423:307/ SRV record: host=forest.domain.com
port=389 priority=0 weight=100
11-20 08:18:21.611 D /SvcLocator:423:307/ DNS lookup finished
11-20 08:18:21.612 D /SvcLocator:423:307/ Select DC: {Host=forest.domain.com,
Port=389, DnsForestName=domain.com, DnsDomainName=domain.com}
11-20 08:18:21.634 I /LdapWrap:423:9ddb/ Authenticated as 'user@domain.com'
11-20 08:18:21.635 I /LdapWrap:423:9ddb/ Connecting to
'ldap://forest.domain.com:389'
11-20 08:18:21.662 D /SvcLocator:423:9ddb/ Cannot connect to DC at
forest.domain.com:389: Local error
```

## Cause

It's caused by a time skew between the Mac and the Domain Controller.

## Resolution

Please make sure that date and time are configured on the Mac properly.

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