



Failed to execute Join Domain step

- Parallels Device Management

Symptoms

'Join Domain' step fails during Task Sequence.

In the case of OSD Task Sequence pmm_launchd_helper.log has this error:

```
join_domain: Binding to domain DOMAIN_NAME...MSG:Binding...  
dsconfigad: Computer name must be less than 15 characters
```

In the case of non-OSD Task Sequence pma_agent.log has these records:

```
12-09 09:57:16.917 D /PrlCommonUtils:1471:307/ Process  
'/Library/Parallels/pma_agent.app/Contents/Resources/../../Resources/scripts/join_domain.sh'  
finished with (0:65)  
12-09 09:57:16.917 D /TsProcessors:1471:307/ Script 'join_domain.sh' exit  
code: 65, status: 0  
12-09 09:57:16.917 D /TsProcessors:1471:307/ Script 'join_domain.sh' output:  
join_domain: Parallels Mac Management - Join Domain (Mon Dec 9 09:57:16 CST  
2019)  
join_domain: Binding to domain DOMAIN_NAME...  
MSG:Binding...  
dsconfigad: Computer name must be less than 15 characters  
12-09 09:57:16.918 D /TaskSequence:1471:307/ Progress: Total=50% Step=100%  
Binding...  
12-09 09:57:16.918 D [Group] /TaskSequence:1471:307/ Step 'Join Domain'  
failed: Script join_domain.sh failed (exit code: 65, status: 0)  
12-09 09:57:16.918 D /TaskSequence:1471:307/ Progress: Total=50% Step=100%  
Binding...  
12-09 09:57:16.918 I /TaskSequence:1471:307/ Task Sequence 'Mac Setup' failed  
12-09 09:57:16.918 D /TsMgmtAgent:1471:307/ Task Sequence  
P0120491-P0100739-6F6BCC28 failed: Script join_domain.sh failed (exit code:  
65, status: 0)
```

Cause

Mac's name has 15 characters or more.

Resolution

Set **Computer name** less than 15 characters.
