



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

- Parallels Device Management

Symptoms

MDM link can't be configured, error **Unknown rpc error: code = 3, category = "MDM IPC Error"** is thrown:

pmm_dep_service.log:

```
02-10 10:52:18.830 D /Certs:4328:15e8/ Found 1 local certificate(s)
02-10 10:52:18.836 D /MdmIpc:4328:15e8/ Connecting to mdm.xxx.yyy:8761
02-10 10:52:18.837 D /MdmIpc:4328:15e8/ Sending request 'type=EnrollmentUrl
id={d9f0ab6e-f2b7-c142-9c8f-09c97a9df346}'...
02-10 10:52:20.849 W /Ipc:4328:15e8/ Connection refused
```

Cause

The service port of the MDM service is blocked by the firewall.

To verify it, you may use the PowerShell commandlet **Test-NetConnection** on the server running PMM Proxy. It must return **True** when executed against the public URL of the MDM server and its service port:

```
Test-NetConnection mdm.xxx.yyy -Port 8761
```

If it returns **False**, the port is blocked by the firewall.

Resolution

Please adjust firewall settings to allow TCP traffic from PMM Proxy to the MDM server over the service port.

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