



Mac compliance state for software update is unknown

- Parallels Device Management

Symptoms

Sometimes Mac compliance state for software update is unknown even if locally you can see that it is required:

Resolution

Normally the state will be updated based on **Software updates scan schedule** and **Summarization schedule** configured in SCCM.

To force the detection manually, please do the following:

1. Execute the following command in **Terminal** on the Mac:

```
/Library/Parallels/pma_agent.app/Contents/MacOS/pmmctl scan-updates
```

Or change updates scan schedule (**Administration** **Overview** **Client Settings** **Default Client Settings** **Software**

Updates, change **Software updates scan** schedule) and force Mac client to download policies:

Give it about 5 minutes to clarify status of available software updates;

2. Run **Software Updates Summarization** (right click on **All Software Updates** in **SCCM Console** **Software Library** **Software Updates**)

3. Wait for the summarization to complete.

Now the report displays the most up to date info:

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