



Download operation for 'https://xxx.yyy.zzz/sms_mp/.sms_aut?mplist' finished with 401

- Parallels Device Management

Symptoms

Macs fail to download policies.

pma_agent.log:

```
02-24 16:18:10.319 D /MgmtPointLocator:1825:307/ Got status 401 for MP
MN-MSP-CMMP01.yyy.zzz
02-24 16:18:10.320 W /PolicyTools:1825:307/ Download operation for
'https://mn-msp-cmmp02.yyy.zzz:443/sms_mp/.sms_aut?mplist' finished with 401
(Error transferring https://mn-msp-cmmp02.yyy.zzz:443/sms_mp/.sms_aut?mplist
- server replied: Internal Server Error)
02-24 16:18:10.320 D /MgmtPointLocator:1825:307/ Got status 401 for MP
MN-MSP-CMMP02.yyy.zzz
02-24 16:18:10.320 D /MgmtPointLocator:1825:307/ Offline MP:
https://mn-msp-cmmp01.yyy.zzz:443
02-24 16:18:10.320 D /MgmtPointLocator:1825:307/ Offline MP:
https://mn-msp-cmmp02.yyy.zzz:443
```

pma_isv_proxy_service.log:

```
02-24 16:20:43.404 D /PolicyTools:3312:1498/ Started GET request to
'https://MN-MSP-CMMP01.yyy.zzz/sms_mp/.sms_aut?mplist'
02-24 16:20:43.405 D /PolicyTools:3312:1498/ Started GET request to
'https://MN-MSP-CMMP02.yyy.zzz/sms_mp/.sms_aut?mplist'
02-24 16:20:43.405 D /PolicyTools:3312:1498/ Started GET request to
'https://MN-MSP-CMMP03.yyy.zzz/sms_mp/.sms_aut?mplist'
02-24 16:20:43.482 W /PolicyTools:3312:1498/ Download operation for
'https://MN-MSP-CMMP01.yyy.zzz/sms_mp/.sms_aut?mplist' finished with 401
(Error transferring https://mn-msp-cmmp01.yyy.zzz/sms_mp/.sms_aut?mplist -
server replied: Internal Server Error)
02-24 16:20:43.501 W /PolicyTools:3312:1498/ Download operation for
'https://MN-MSP-CMMP03.yyy.zzz/sms_mp/.sms_aut?mplist' finished with 401
(Error transferring https://mn-msp-cmmp03.yyy.zzz/sms_mp/.sms_aut?mplist -
server replied: Internal Server Error)
02-24 16:20:43.505 W /PolicyTools:3312:1498/ Download operation for
'https://MN-MSP-CMMP02.yyy.zzz/sms_mp/.sms_aut?mplist' finished with 401
(Error transferring https://mn-msp-cmmp02.yyy.zzz/sms_mp/.sms_aut?mplist -
server replied: Internal Server Error)
```

pma_isv_proxy_config.log:

```
2-06 14:34:34.489 W /AdsiWrap:14820:40dc/ Could not bind to
'LDAP://CN=Authorization Store,CN=Parallels Management
Suite,CN=Parallels,CN=Program Data,DC=yyy,DC=zzz': error code 0x8007200a
02-06 14:34:34.590 W /AzManWrap:14820:40dc/ Unable to create authorization
store 'msldap://MN-MSP-ADDC03.yyy.zzz:389/CN=Authorization Store,CN=Parallels
Management Suite,CN=Parallels,CN=Program Data,DC=yyy,DC=zzz' (0x0): 80072098
(Insufficient access rights to perform the operation)
```

Cause

PMM Proxy configuration failed.

Resolution

Please launch PMM Proxy Configuration Utility and make sure that it completes successfully.

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