

Applying configuration settings... Failed. The underlying connection was closed: the connection was closed unexpectedly

• Parallels Device Management

Symptoms

When you configure MDM Link, it fails with error Applying configuration settings... Failed. The underlying connection was closed: the connection was closed unexpectedly:

Cause

PMM Proxy can't connect to the MDM server over the service port.

You can verify it using PowerShell command Test-NetConnection MDM_sever_public_FQDN -Port ServicePort, where

MDM_sever_public_FQDN is the public FQDN of the MDM server you specified when configured MDM component;

ServicePort is the port used for incoming Parallels Mac Management connections.

It must return **TcpTestSucceeded**: **True**, otherwise, the connection is blocked.

Resolution

Adjust firewall settings to allow incoming TCP connections from **PMM Proxy** to the **MDM server** public FQDN over the service port.

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