



Could not setup pma_cm_proxy service user account

- Parallels Device Management

Symptoms

You receive error **Could not setup pma_cm_proxy service user account** while running PMM proxy Configuration Utility:

pma_isv_proxy_config.log:

```
03-09 16:48:10.156 F /CmProxyCfgUtils:6584:2210/ Cannot get handle to service  
'pma_cm_proxy': The specified service does not exist as an installed service.  
03-09 16:48:10.156 F /pma_isv_proxy_config:6584:2210/ Could not setup  
pma_cm_proxy service user account
```

Cause

pma_cm_proxy service is missing from the server:

Resolution

Run the installer twice: unchecking **Configuration Manager Proxy** component and then checking it again:

Once **pma_cm_proxy** gets installed on the server, **PMM Proxy Configuration Utility** starts automatically and you will be able to complete it:

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