# || Parallels<sup>®</sup>

## Parallels Configuration Manager Proxy service is missing after upgrade to PMM v8

• Parallels Mac Management 8.1

### Symptoms

Unable to refresh Parallels Mac Management license.

After CM Proxy upgrade, **Configuration Wizard** is showing the following errors:

#### Cause

Parallels Configuration Manager Proxy service is missing:

#### pma\_isv\_proxy\_config.log contains the following information:

11-11 11:28:10.220 F /CmProxyCfgUtils:29684:934/ Cannot get handle to service 'pma\_cm\_proxy': The specified service does not exist as an installed service. 11-11 11:28:10.220 F /pma\_isv\_proxy\_config:29684:934/ Could not setup pma\_cm\_proxy service user account 11-11 11:28:32.486 F /CmProxyCfgUtils:29684:934/ ATL exception: Unable to obtain message text for error -1 (reason 317)

#### Resolution

- Reboot the server that should host Parallels Configuration Manager Proxy service.
- Uninstall the current version of CM Proxy component:

- Install it back and complete the SCCM Proxy Configuration Wizard.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.