



Profile installation failed. Could not authenticate to the MDM server. The credentials within the enrollment profile may have expired

- Parallels Device Management

Symptoms

MDM profile can't be installed with error **Profile installation failed. Could not authenticate to the MDM server. The credentials within the enrollment profile may have expired:**

pma_agent.log has entry **[MdmEnroller] /MacAgentUtils <...> Error: Timed out**

IIS logs show that requests for the profile failed with error **403 16:**

Cause

IIS denies connections if there any non-self-signed certificates in Trusted Root Certification Authorities Store:

<https://support.microsoft.com/en-us/topic/lync-server-2013-front-end-service-cannot-start-in-windows-server-2012-63373fac>

Resolution

You may use [this PowerShell script](#) to determine the certificates causing the issue:

```
Get-Childitem cert:\LocalMachine\root -Recurse | Where-Object {$_.Issuer -ne  
$_.Subject}
```

Please move all certificates shown by the script to any other store like **Intermediate Certification Authorities** in **certlm.msc**

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