



Unable to open Problem Monitor utility in system tray

- Parallels Device Management

Symptoms

The following message pops-up:

The following message can be noticed when cursor is over Problem Monitor utility.

pmm_isv_proxy_service.log:

```
11-17 08:14:13.292 W /AzManWrap:17224:13a4/ Access check error 5 for  
operation id 403: 80070005 (Access is denied)  
11-17 08:14:13.293 D /AuthzManager:17224:13a4/ Access to  
'ProblemReportListRequest' denied for 'some.user' (Access is denied)
```

Cause

The user is not added to Problem Monitor Users role at Proxy Configuration Wizard.

Resolution

Configure RBAC for the affected user:

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