



Unable to download Parallels Mac Management Agent for Mac

- Parallels Device Management
- Parallels Mac Management 3.0

1. Mistake in URL
2. Server is available, but **Parallels SCCM Proxy** isn't installed
3. Server is available, **Parallels SCCM Proxy** is installed, but service **Parallels Configuration Manager Proxy** isn't started
4. Server is available, Parallels SCCM Proxy is installed, service Parallels Configuration Manager Proxy is started but Firewall is enabled

1. Check your Parallels Mac Management download link, it should be **https://<YOUR_SERVER_WITH_SCCM_PROXY>:8001/files/pma_agent.dmg**

2. Check SERVER_WITH_SCCM_PROXY is available via network connection.
 3. Make sure **Parallels SCCM Proxy** is installed. If not, install and configure **Parallels SCCM Proxy**
 4. Make sure the **Parallels Configuration Manager Proxy** service is running:
 - Open Services (Click Start->Administrative Tools->Services).
 - Find **Parallels Configuration Manager Proxy** service.
 - Check if status is Running.
1. Status is empty: check if **Parallels Configuration Manager Proxy** is configured
 2. Status is Running: go to the next solution item below