

<u>Unable to register Parallels Mac Management Agent for Mac:</u> <u>Could not connect to Parallels Configuration Manager Proxy</u> <u>error message</u>

• Parallels Device Management

Symptoms

You are unable to complete manual Parallels Mac Management Agent for Mac installation on a Mac. When clicking Continue button on the Parallels Configuration Manager Proxy address screen this error message appears:

Could not connect to Parallels Configuration Manager Proxy

Cause

- Parallels Configuration Manager Proxy is located behind Firewall
- Proxy service is stoped

Resolution

See the chapter **Configure Windows Firewall** in <u>Parallels Mac Management for SCCM Administrator's Guide</u> for details to configure the Firewall for Parallels Mac Management Agent for Mac.

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