

Software package is not downloaded on remote Macs

Parallels Device Management

Symptoms

You created a software package in Parallels Mac Management for Microsoft SCCM, but it is not downloaded on remote Macs.

Cause

- A distribution point issue
- In /Library/Logs/pma_agent.log following records are present:

```
09-19 14:42:39.656 W /PolicyTools:3845:407 Download operation for 'http:///SMS_DP_SMSPKGC$//' f09-19 14:42:39.656 W /pma_agent:3845:407 Failed to download package 'http:///SMS_DP_SMSPKGC$//' 09-19 14:42:39.656 D /pma_agent:3845:407 Software distribution status report event 'SoftDistDown 09-19 14:42:39.656 D /pma_agent:3845:407 Downloading package '' to '/Library/Application Support
```

Resolution

Resolution 1

If the records above are present in /Library/Logs/pma_agent.log, go to Resolution 2 part of the article.

- 1. Open Distribution point Properties dialog:
 - a) Click \\<Server-name> with distribution point in Administration -> Overview -> Site Configuration -> Servers and Site System Roles
 - b) Double-click on Distribution point in Site System Roles
- 2. Check if radiobutton HTTP is chosen
- 3. Check if checkbox Allow clients to connect anonymously is checked.

Resolution 2 only for SCCM 2007

Enable WebDAV:

- 1. Click on Start menu > Administrative Tools > Internet Information Services (IIS) Manager
- 2. Open Default Web Site and double-click on WebDAV Authoring Rules in Internet Information Service (IIS) Manager
- 3. Click Enable WebDAV in Action pane
- 4. Click Add authoring rule in Action pane
- 5. Choose All content, All users, check Read, and click OK button in the Add Authoring Rule dialog box.
- 6. For created role click WebDAV Settings in Action pane
- 7. In the WebDAV Settings workspace under Property Behavior set:
 - ♦ Allow anonymous property queries to True.

- ◆ Allow Custom Properties to False.
- ♦ Allow property queries with infinite depth to True.
- ♦ If this is a BITS-enabled distribution point, under WebDAV Behavior, set Allow hidden files to be listed to True.
- 8. In the Actions pane, click Apply.

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