Network configuration for Parallels Mac Management NetBoot across subnets

- Parallels Device Management

Symptoms

Mac and **NetBoot** servers are in different subnets.

The **NetBoot** image option does not appear as a boot option on the target **Mac** or **Task Sequence** step **“Apply OS X Image”** fails with the error in ***pmm_tswizard.log*** file:

```
“Unable to find image on **Parallels NetBoot** servers”.
```

Cause

Incorrect network configuration across subnets.

Resolution

For further investigation, there must be the **Wireshark** application (Download **Wireshark**) installed on **Parallels Netboot** server and on a Mac or **Windows** computer in the same subnet as the target **Mac**.

The screenshots demonstrate the examples of network packets that should pass through the network environment between the Mac and the **NetBoot** server:

1. When a **Mac** starts with **Option+N** keys pressed a search for **NetBoot** server starts.

   The **Mac** screen should display a list of the images available for download.
2. When you choose an image, the boot of minimal OS starts over **TFTP**.

3. Then the ***NetInstall.dmg*** file is downloaded via **HTTP** using **port 80**.

   The search of an **OS Image** for deployment starts at the step **‘Apply OS Image’** in **Task Sequence**.

4.

   That's how the link for NetRestore image is sent to the Mac:

And that's how it starts downloading:

You may refer to the articles for more information:

- Setting Up **Network Environment** for **NetBoot** Server
- **NetBoot** service issues troubleshooting
- "NetBoot 2.0: Boot Server Discovery Protocol (BSDP)" by Dieter Siegmund

---

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.