

## Parallels Mac Management does not push clients after Active Directory discovery

- Parallels Device Management 4.5

### Symptoms

Parallels Mac Management does not push clients after Active Directory discovery

### Information

To successfully install Parallels Mac Management client using **Client Push** feature the following requirements should be met:

1. Mac should be joined to Active Directory.
2. Active Directory System discovery should be launched.
3. Found resource should **not** have any client installed:
4. SCCM should assign **Operating System Name** to found resource. Note that Operating System Name should contain **Mac OS X** or **macOS** substrings:

If **Operating System Name** is not assigned or does not have **Mac OS X** or **macOS** substrings, then Parallels Mac Management cannot confirm that found resource is a Mac.

5. SCCM should assign **Configuration Manager Resident Sites** to found resource:

**Note** in most cases **Configuration Manager Resident Site** is not assigned, because of SCCM Boundaries misconfiguration.

If **Configuration Manager Resident Site** is not assigned, then Parallels Mac Management cannot check what SCCM Site resource belongs to.

6. **Client Push** should be enabled:
  - ◆ navigate to **SCCM Overview > Administration > Site Configuration > Sites > right-click required Site > Parallels Mac Client Push Installation.**
  - ◆ in **General** tab enable **Automatic site-wide client push installation:**
  - ◆ in **Accounts** tab accounts that have Administrator permissions on a Mac should be added:
7. SSH port should be opened on a Mac

Parallels Mac Management Proxy checks for devices that are available for client push every 10 minutes.

# Logs

Here is an example of successful client push (**%SystemRoot%\Logs\pma\_isv\_proxy\_service.log**):

```
05-09 15:08:21.344 I /ClientPush:6592:154c/ Starting Client Push Installation utility...
05-09 15:08:21.344 D /ClientPush:6592:154c/ Utility path: 'C:/Program Files (x86)/Parallels/
05-09 15:08:21.357 D /LocalIpc:6592:2a40/ Unnamed connection is found : 0x035B84C0
05-09 15:08:21.357 D /LocalIpc:6592:2a40/ connectionName : pmm_clientpush
05-09 15:08:21.357 D /LocalIpc:6592:2a40/ Client 'pmm_clientpush' connected to server with c
05-09 15:08:21.357 D /ClientPush:6592:2a40/ IPC Connected: pmm_clientpush
05-09 15:08:21.366 D /PrlCommonUtils:6592:154c/ Started 'C:/Program Files (x86)/Parallels/Pa

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05-09 15:08:43.459 D /ClientPushManager:6592:154c/ Use new SMS ID: 75d90a8a-887a-784d-a112-e
05-09 15:08:46.804 D /pma_isv_proxy_service:6592:1170/ Got file request from '10.2.0.57' for
05-09 15:08:46.806 D /pma_isv_proxy_service:6592:1170/ Sent agent package file 'C:/Program F
05-09 15:09:02.757 D /ClientPushManager:6592:154c/ Job '{886076a4-b1c4-824a-9383-b8202d586b1

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05-09 15:09:04.614 I /ClientPushManager:6592:154c/ No more jobs in queue. Stop install manag
05-09 15:09:04.614 I /ClientPush:6592:154c/ Stopping Client Push Installation utility...
```

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