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## PKI setup fails during Parallels Mac Management installation (CA is installed on Windows Server 2012)

• Parallels Device Management

## Symptoms

Unable to configure Parallels Mac Management Proxy.

You get one of the following error messages:

#### Cause

Invalid provider type specified for certificate template.

Certificate templates for Parallels Configuration Manager proxy and Mac computers are not configured or are configured improperly.

## Resolution

Please re-generate certificate template for **Parallels Configuration Manager** Proxy and **Mac** Computers using steps below:

#### Creating a Certificate Template for Parallels Configuration Manager Proxy

- 1. In Windows, click Start > Administrative Tools > Certification Authority
- 2. Expand the tree of your **Certification Authority**.
- 3. Right-click Certificate Templates and click Manage. The Certificate Template Console opens.
- 4. In the template list, locate **Web Server**, right-click it and then click **Duplicate Template**. The Properties of **New Template** dialog opens.
- 5. On the **Compatibility** tab page, select **Windows Server 2008** as Certification Authority and **Windows 7** / **Server 2008 R2** as Certificate recipient.
- 6. On the **General** tab page, specify a template name.
- 7. On the **Cryptography** tab page, set **Minimum key size** to **2048**. In the **Providers** pane chose **Microsoft RSA SChannel Cryptographic Provider** and **Microsoft DH SChannel Cryptographic Provider**, in **Algorithm name** field chose value **Determined by CSP**
- 8. On the **Request Handling** tab page, select the **Allow private key to be exported** option.
- 9. On the **Subject Name** tab page, select the **Supply in the request** option and the **Use subject information** from existing certificates for autoenrollment renewal requests option.
- 10. On the **Extension** tab page, double-click the **Application Policies** extension, then click **Add** and select **Client Authentication** from the list. Click **OK** and then **OK** again. The **Client Authentication description** should appear in the **Description of Application Policies** list.
- 11. On the **Security** tab page, add the server that hosts **Parallels Configuration Manager Proxy** and the user account under which the Proxy is running. Grant them **Enroll** and **Autoenroll** permissions. Please note that if the Proxy is running under the **LocalSystem** account, then you only need to add the computer name.
- 12. Click OK to close the Properties of New Template dialog.
- 13. Close the **Certificate Template Console**.

- 14. Back in the **Certification Authority** window, right-click **Certificate Templates** again and choose **New** > **Certificate Template to Issue**.
- 15. Select the template that you created in the previous steps and click **OK** to enable it.

#### Creating a Certificate Template for Mac Computers

- 1. In Windows, click Start > Administrative Tools > Certification Authority.
- 2. Expand the CA tree, right-click Certificate Templates and click Manage.
- 3. The Certificate Template Console opens.
- 4. In the template list, locate **Workstation Authentication**, right-click it and then click **Duplicate Template** in the context menu.
- 5. On the **Compatibility** tab page, select **Windows Server 2008** as **Certification Authority** and **Windows 7** / **Server 2008 R2** as **Certificate recipient**.
- 6. On the **General** page, specify a template name.
- 7. On the **Cryptography** tab page, set **Minimum key size** to **2048**. In the **Providers** pane chose **Microsoft RSA SChannel Cryptographic Provider**, in **Algorithm name** field chose value **Determined by CSP**
- 8. On the **Request Handling** tab page, select the **Allow private key to be exported** option.
- 9. On the **Subject Name** tab page, select the **Supply in the request** option. The **Certificate Templates message** box will pop. Click **OK** to close it.
- 10. On the **Subject Name** tab page, select **Use subject information from existing certificates for autoenrollment renewal requests** option.
- 11. On the **Extension** tab page, make sure that **Client Authentication** is displayed in the **Description of Application Policies** list. If it's not, add it.
- 12. On the **Security** tab page, add the server that hosts **Parallels Configuration Manager Proxy** and the user account under which the Proxy is running. Grant them **Enroll** and **Autoenroll** permissions. If the Proxy is running under the **LocalSystem** account, then you only need to add the computer name.
- 13. Click OK to close the Properties of New Template dialog.
- 14. Close the Certificate Templates Console.
- 15. In the **Certification Authority** window, right-click **Certificate Templates** and click **New > Certificate Templates to Issue**.
- 16. In the **Enable Certificate Templates** dialog, select the template that created in the previous steps and click **OK** to enable it.

After this re-configure Parallels Configuration Manager Proxy using created certificate templates.

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