



Unable to capture image using Task Sequence

- Parallels Device Management
- Parallels Mac Management 5.0

Symptoms

Unable to capture image using Task Sequence:

- mount_smbfs: URL parsing failed, please correct the URL and try again: Invalid argument
- mount_smbfs: server connection failed: No route to host

Logs

Below can be observed in **/Library/Logs/pmm_tswizard.log**:

```
10-27 07:52:40.745 D /PrlCommonUtils:628:50f/ Process '/Applications/Utilities/Parallels OSD Task Sequen
10-27 07:52:40.745 D /TsProcessors:628:50f/ Script 'smb_share.sh' exit code: 64, status: 0
10-27 07:52:40.745 D /TsProcessors:628:50f/ Script 'smb_share.sh' output:
smb_share: Parallels Mac Management - SMB Share (Thu Oct 27 07:52:37 PDT 2016)
smb_share: Mounting //servername/directory/share as username@domain.name at /Volumes/share...
mount_smbfs: URL parsing failed, please correct the URL and try again: Invalid argument
```

Or:

```
12-06 09:22:19.659 D /PrlCommonUtils:659:60b/ Process '/Applications/Utilities/Parallels OSD Task Sequen
12-06 09:22:19.659 D /TsProcessors:659:60b/ Script 'smb_share.sh' exit code: 68, status: 0
12-06 09:22:19.659 D /TsProcessors:659:60b/ Script 'smb_share.sh' output:
smb_share: Parallels Mac Management - SMB Share (Tue Dec 6 09:22:19 PST 2016)
smb_share: Mounting //servername/directory/share as username@domain.name at /Volumes/share...
mount_smbfs: server connection failed: No route to host
```

Cause

User password for the network share is including special characters (% , \$, # , etc).

Resolution

Change the user password to include only letters and numbers.
