



Authentication error during Task Sequence: The domain name is incorrect or the domain controller is not online

- Parallels Device Management

Symptoms

Mac fails to authenticate to the domain during the Task Sequence and throws an error "The domain name is incorrect or the domain controller is not online":

pmm_tswizard.log contains the following records:

```
11-20 08:18:21.269 I /SvcLocator:423:9dcf/ Authenticating as user@domain.com
11-20 08:18:21.504 I /SvcLocator:423:9dcf/ Authenticated successfully
11-20 08:18:21.504 D /SvcLocator:423:307/ Start DNS lookup for
'_ldap._tcp.domain.com'
11-20 08:18:21.513 D /SvcLocator:423:307/ SRV record: host=forest.domain.com
port=389 priority=0 weight=100
11-20 08:18:21.513 D /SvcLocator:423:307/ DNS lookup finished
11-20 08:18:21.609 D /SvcLocator:423:307/ Start DNS lookup for
'_ldap._tcp.Default-First-Site-Name._sites.dc._msdcs.domain.com'
11-20 08:18:21.611 D /SvcLocator:423:307/ SRV record: host=forest.domain.com
port=389 priority=0 weight=100
11-20 08:18:21.611 D /SvcLocator:423:307/ DNS lookup finished
11-20 08:18:21.612 D /SvcLocator:423:307/ Select DC: {Host=forest.domain.com,
Port=389, DnsForestName=domain.com, DnsDomainName=domain.com}
11-20 08:18:21.634 I /LdapWrap:423:9ddb/ Authenticated as 'user@domain.com'
11-20 08:18:21.635 I /LdapWrap:423:9ddb/ Connecting to
'ldap://forest.domain.com:389'
11-20 08:18:21.662 D /SvcLocator:423:9ddb/ Cannot connect to DC at
forest.domain.com:389: Local error
```

Cause

It's caused by a time skew between the Mac and the Domain Controller.

Resolution

Please make sure that date and time are configured on the Mac properly.

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