



Mac fails to reach IBCM proxy

- Parallels Device Management

Symptoms

Macs fail to reach IBCM Proxy, pma_agent.log contains errors:

```
04-05 10:54:04.311 D RpcLocator /CmProxyCommUtils:73:307/ Calling CM Proxy at
https://your.domain.com/ParallelsMacManagement/.rpc
04-05 10:54:04.313 D /RpcClientCpp:73:1d03/ Connecting to 'your.domain.com'
(123.45.67.8)...
04-05 10:54:04.730 D /RpcClientCpp:73:1b0b/ Successfully connected to
'123.45.67.8'
04-05 10:54:05.241 W RpcLocator /CmProxyCommUtils:73:1b0b/ Call failed with
54 (Connection reset by peer)
04-05 10:54:05.242 I CmProxyLocator /CmProxyCommUtils:73:1b0b/ Failed to
locate CM proxy.
04-05 10:54:05.242 W /PolicyAgent:73:1b0b/ PolicyAgent: connect failed with
54 (Connection reset by peer)
04-05 10:54:05.244 D /LocalIpc:73:307/ LocalIpcConnectionImpl::onError() : 1
(QLocalSocket: Remote closed)
```

Cause

IBCM is resetting the connection as valid PKI certificate is missing on Mac.
In most cases it is because PMM is configured in non-PKI mode.

Resolution

Configure PMM in PKI mode.
