

Enrollment Server status is "Enrollment Unavailable"

- Parallels Remote Application Server 19.1

Symptoms

- After adding the new Enrollment Server it reports "Enrollment Unavailable"

- **EnrollAgent.log** (located at *C:\ProgramData\Parallels\RASLogs*) contains the following error:

Failed to create the enrollment agent certificate from certificate template PrlsEnrollmentAgent using enrollment_agent_username@domain

Cause

Enrollment Agent user account didn't receive Parallels Enrollment Agent certificate from CA.

Resolution

Sign in with Enrollment Agent user account to a domain machine in order to receive a certificate from CA. This can be done using **mmc.exe** > **Certificates** snap-in

Once completed, Go to **Administrative Tools > Certification Authority > your CA > Issued Certificated** and make sure that Enrollment Agent user received required certificate:

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