

## The profile must originate from a user approved MDM server

• Parallels Device Management

## **Symptoms**

A configuration profile is not being installed, pma\_agent.log has the following records:

```
11-19 14:26:00.427 D /OSDiscoveryAgent:138:307/ Remediating 'McAfee settings' ScriptSetting_34b65fb4-0616-46c7-914c-516b912d5ea2
11-19 14:26:00.428 D /PrlCommonUtils:138:307/ Started '/bin/bash' '-s' '--' 'profile_not_installed'
11-19 14:26:00.664 D /PrlCommonUtils:138:307/ Process '/bin/bash' finished with (0:0)
11-19 14:26:00.664 D /OSDiscoveryAgent:138:307/ Stdout: 'profiles install for file:'/var/tmp/12066/pma_config_profile' and user:'root' returned 13 (The profile must originate from a user approved MDM server.)profile_has_been_installed'
11-19 14:26:00.664 D /OSDiscoveryAgent:138:307/ Stderr: ''
11-19 14:26:00.664 D /OSDiscoveryAgent:138:307/ Process '/bin/bash' finished. Exit status:0 code:0.
```

## Cause

The profile must be deployed with option "Install via MDM server" and Mac user must approve the MDM profile.

## Resolution

Recreate the configuration item with enabled option "Install via MDM server" and make sure that users have approved the MDM profile:

