



Unable to fetch data (Incorrect function.)

- Parallels Device Management

Symptoms

Macs can't start NetBoot or can not download images during OSD Task Sequences (when using USB Boot):

pmm_tswizard.log has these errors:

```
12-09 18:14:56.225 I /TsProcessors:428:307/ Searching macOS image
12-09 18:14:56.236 I /TsProcessors:428:307/ Listening on local port
6362512-09 18:15:05.249 D /TsExecutor:428:307/ Step 'Apply OS X Image' failed
(Cannot find image)
12-09 18:15:05.250 D /TsExecutor:428:307/ Child step 'Apply OS X Image'
failed
```

pmm_netboot_service.log contains these errors:

```
12-09 10:18:49.699 I /NetBootServer_IpcServer:3352:1560/ Connected
12-09 10:19:08.668 I /NetBootServer_IpcServer:3352:1560/ Read failed 109 'The
pipe has been ended'
12-09 10:19:08.684 D /NetBootServer_IpcServer:3352:1560/ Stream is open.
Close it.
12-09 10:20:07.651 D /PmaUtils:3352:6458/ 2 The system cannot find the file
specified
12-09 10:20:07.808 I /pma_netboot_service:3352:6458/ Unable to fetch data
(Incorrect function.).
```

When you try to reconfigure NetBoot component, you get the error "**Windows Deployment Services must be installed and started**":

However, the **Windows Deployment Services** role is installed indeed:

Cause

Windows Deployment Services Server service is not running and terminates unexpectedly if you start it manually.

Event Viewer has Event with **ID 7031** in **System** log:

Resolution

Please make sure that **Windows Deployment Services Server** service is operating normally as it is required for the Parallels Mac Management NetBoot component. Once you fix it, please reconfigure PMM NetBoot once again.

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