



Failed to enroll a mac

- Parallels Device Management

Symptoms

After the enrollment process attempt the Parallels Mac Management Agent shows one of the following errors:

- **The Parallels Mac Management for Microsoft SCCM registration was unsuccessful. Please contact your system administrator for assistance. License status: Expired**
- **The Parallels Mac Management for Microsoft SCCM registration was unsuccessful. Please contact your system administrator for assistance. License status: Not Activated**

At the same time, the **System Center Configuration Manager Console > Administration > Overview > Parallels Mac Management > Licenses** pane indicates that the license is active, valid and has enough available seats to connect additional Macs.

The **/Library/Logs/pma_agent.log** has the corresponding record on the Mac, i.e. for the **"Not Activated"** state:

```
pma_agent_registrator failed: License status: Not activated (-1)
```

Cause

A record of another, currently unlicensed Parallels Configuration Proxy (CM Proxy), is present in the same domain. As a result, a Mac is routed to a wrong CM Proxy with the expired license key.

Resolution

Delete the obsolete/unlicensed PmaConfigMgrProxy items in **ADSI Edit (adsiedit.msc) > System > ParallelsServices**, leaving only the active ones.

Please note that additional permissions to manage the Domain Controller might be required.