



Private key of MDM Service certificate permissions issue

- Parallels Device Management

Symptoms

MDM profile can't be installed on Macs.

pma_agent.log:

```
11-18 15:57:52.130 I /MacAgentUtils:69:322f/ Installing MDM profile from
'https://xxx.yyy.zzz:8762/profile'
11-18 15:57:52.132 D /AppPolicyManager:69:307/ Evaluating application
assignments
11-18 15:57:52.133 D /AppPolicyManager:69:307/ Have 0 active application
assignments
11-18 15:57:52.135 D /LocalIpc:69:307/ LocalIpcConnectionImpl::onError() : 1
(QLocalSocket: Remote closed)
11-18 15:57:52.135 D /LocalIpc:69:307/
LocalIpcConnectionImpl::onDisconnected()
11-18 15:57:52.135 D /LocalIpc:69:307/ Connection 0x0x7f8a9bead7b0 was
removed
11-18 15:57:52.135 D /MacAgentIpcServer:69:307/ Client '$pmmctl-admin-5403'
disconnected
11-18 15:57:54.217 W /MacAgentUtils:69:322f/ /usr/bin/profiles failed:
profiles install for
file:'/var/folders/zz/zyxvpxvq6csfxvn_n0000000000000/T/com.parallels.pmm.mdmenroller
and user:'root' returned 1 (The operation couldn't be completed.
(InternalError error 1.))

11-18 15:57:54.217 W /MacAgentUtils:69:322f/ Exception:
impl/MdmEnroller.cpp(231): Throw in function void (anonymous
namespace)::install_profile(QByteArray)
Dynamic exception type:
boost::exception_detail::clone_impl<boost::exception_detail::error_info_injector<std
>
>
std::exception::what: /usr/bin/profiles failed
```

pmm_mdm_service.log:

```
11-18 14:58:47.886 I /MdmCore:69412:dbc0/ POST request to /profile
11-18 14:58:47.887 I /MdmCore:69412:dbc0/ Client certificate: null
11-18 14:58:47.887 I /MdmCore:69412:dbc0/ Received MDM profile request from
'10.5.129.16'
11-18 14:58:47.888 D /Certs:69412:dbc0/ Signers stack size: 1
11-18 14:58:47.888 D /MdmCore:69412:dbc0/ Signer:
C764139A-728E-4E98-A547-4946A727CAA6
11-18 14:58:47.888 D /MdmCore:69412:dbc0/ Issuer: Apple iPhone Device CA
11-18 14:58:47.889 I /MdmCore:69412:e29c/
[C07JD0ANDJD3:AA763B08-60B5-5DD9-8C8B-891E4731D27B] Processing profile
request...
11-18 14:58:47.889 D /MdmCore:69412:e29c/ Starting MDM profile request...
11-18 14:58:47.889 D /MdmIpc:69412:e29c/ Sending request
'type=EnrollmentConfig id=
```

```
{680715dc-9268-9448-9c81-3249ea811bb8}'...
11-18 14:58:47.889 D /MdmIpc:69412:12adc/ Sent request
{680715dc-9268-9448-9c81-3249ea811bb8}

: success
11-18 14:58:48.001 D /MdmIpc:69412:12adc/ Received reply for 'id=
{680715dc-9268-9448-9c81-3249ea811bb8}

'
11-18 14:58:48.002 I /MdmCore:69412:e29c/
[C07JD0ANDJD3:AA763B08-60B5-5DD9-8C8B-891E4731D27B] Customizing profile...
11-18 14:58:48.296 W /Certs:69412:e29c/ CryptError: 0x80090014 (Invalid
provider type specified.)
11-18 14:58:48.299 W /Certs:69412:e29c/ OpenSSL error
11-18 14:58:48.299 W /Certs:69412:e29c/ Error getting private key
11-18 14:58:48.314 I /MdmCore:69412:e29c/
[C07JD0ANDJD3:AA763B08-60B5-5DD9-8C8B-891E4731D27B] Completed successfully
```

Cause

Permissions issue with the private key of the **Parallels MDM Service** certificate.

Resolution

1. Stop **Parallels MDM Service**;
2. Export the "Parallels MDM Service" certificate in .pfx format with options "Yes, export the public key" and "Delete the private key if the export is successful";
3. Start **cmd.exe** under the MDM service account: **runas /user:domain\user cmd.exe**
4. Start **mmc.exe** in the **cmd** window launched above and add the **Certificates** snap-in there, selecting **"Manage certificates for: Computer account"**;
5. Import the certificate from step 2 with option "Mark this key as exportable";
6. Grant MDM service account (that actually runs the service as it was configured in the Configuration utility) with permissions on the private key explicitly:

7. Start the **Parallels MDM Service**.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.