

## **Cannot retrieve IBCM Proxy certificate. Rpc transport error: status = 8, The underlying connection was closed**

- Parallels Device Management

### **Symptoms**

IBCM Link can't be configured, error **Cannot retrieve IBCM Proxy certificate. Rpc transport error: status = 8, The underlying connection was closed: The connection was closed** is thrown:

### **Cause**

PMM Proxy can't connect to the IBCM Proxy over the service port.

You can verify it using PowerShell command **Test-NetConnection *IBCM\_hostname* -Port *ServicePort***

It must return **TcpTestSucceeded : True**, otherwise, the connection is blocked.

### **Resolution**

Adjust firewall settings to allow incoming TCP connections from PMM Proxy to IBCM Proxy over the service port.

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