



Applying configuration settings... Failed. The underlying connection was closed: the connection was closed unexpectedly

- Parallels Device Management

Symptoms

When you configure **MDM Link**, it fails with error **Applying configuration settings... Failed. The underlying connection was closed: the connection was closed unexpectedly**:

Cause

PMM Proxy can't connect to the **MDM server** over the service port.

You can verify it using PowerShell command **Test-NetConnection *MDM_sever_public_FQDN* -Port *ServicePort***, where

MDM_sever_public_FQDN is the public FQDN of the MDM server you specified when configured MDM component;

ServicePort is the port used for incoming Parallels Mac Management connections.

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

Resolution

Adjust firewall settings to allow incoming TCP connections from **PMM Proxy** to the **MDM server** public FQDN over the service port.

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