



Unable to connect to the remote server

- Parallels Device Management

Symptoms

PMM fails to refresh the license or even open license properties.

Error **Unable to connect to the remote server** is thrown when you try to open the license properties.

pma_isv_proxy_service.log has multiple entries like this:

```
03-17 11:10:04.290 W /SccmInfoManager:19920:5510/ impl\SmsBoundary.cpp(153):  
Throw in function struct QPair<unsigned int,unsigned int> __thiscall  
'anonymous-namespace'::IpRangeBoundary::<lambda_8e9515773bb993b74f178d266198b15b>::o  
() (void) const  
Dynamic exception type: class boost::exception_detail::clone_impl<struct  
boost::exception_detail::error_info_injector<class std::runtime_error> >  
std::exception::what: Could not parse IP range SMS boundary  
10.78.119.227-10.78.119.226  
03-17 11:10:04.291 W /pma_isv_proxy_service:19920:5510/ Initialization  
failed: Couldn't read SCCM info
```

Cause

PMM Proxy fails to initialize due to incorrect SCCM boundaries configuration - in particular, the start IP address is bigger than the end:

10.78.119.**227**-10.78.119.**226**

Resolution

Fix the incorrect boundaries in SCCM and reconfigure PMM Proxy.

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