



Apple software updates aren't published to WSUS

- Parallels Device Management

Symptoms

Apple software updates aren't published to WSUS.

pmm_sup_service.log:

```
07-20 10:48:06.725 D /PolicyTools:5656:785c/ Started GET request to
'http://swscan.apple.com/content/catalogs/others/index-lion-snowleopard-leopard.merg
07-20 10:48:06.726 D /PolicyTools:5656:785c/ Started GET request to
'http://swscan.apple.com/content/catalogs/others/index-10.14-10.13-10.12-10.11-10.10
10:48:08.801 W /PolicyTools:5656:785c/ Download operation for
'http://swscan.apple.com/content/catalogs/others/index-lion-snowleopard-leopard.merg
finished with 1 (Connection refused)
07-20 10:48:08.801 W /PolicyTools:5656:785c/ Download for
'C:/ProgramData/Parallels/Sup/Catalogs' finished with 1
07-20 10:48:08.801 W /SusCatalogWatcher:5656:785c/ Failed to refresh catalog:
1
07-20 10:48:08.802 W /PolicyTools:5656:785c/ Download operation for
'http://swscan.apple.com/content/catalogs/others/index-10.14-10.13-10.12-10.11-10.10
finished with 1 (Connection refused)
07-20 10:48:08.802 W /PolicyTools:5656:785c/ Download for
'C:/ProgramData/Parallels/Sup/Catalogs' finished with 1
07-20 10:48:08.802 W /SusCatalogWatcher:5656:785c/ Failed to refresh catalog:
1
```

Or:

```
06-21 12:05:12.956 D /PolicyTools:5292:1550/ Started GET request to
'http://swscan.apple.com/content/catalogs/others/index-mountainlion-lion-snowleopard
06-21 12:05:13.053 D /PolicyTools:5292:1550/ Started GET request to
'http://swscan.apple.com/content/catalogs/others/index-10.11-10.10-10.9-mountainlion
06-21 12:05:13.087 D /PolicyTools:5292:1550/ Started GET request to
'http://swscan.apple.com/content/catalogs/others/index-10.9-mountainlion-lion-snowle
06-21 12:05:13.125 W /PolicyTools:5292:1550/ Download operation for
'http://swscan.apple.com/content/catalogs/others/index-10.9-mountainlion-lion-snowle
finished with 2 (Connection closed)
06-21 12:05:13.125 W /PolicyTools:5292:1550/ Download for
'C:/ProgramData/Parallels/Sup/Catalogs' finished with 2
06-21 12:05:13.125 W /SusCatalogWatcher:5292:1550/ Failed to refresh catalog:
2
06-21 12:05:13.135 W /PolicyTools:5292:1550/ Download operation for
'http://swscan.apple.com/content/catalogs/others/index-mountainlion-lion-snowleopard
finished with 2 (Connection closed)
06-21 12:05:13.135 W /PolicyTools:5292:1550/ Download for
'C:/ProgramData/Parallels/Sup/Catalogs' finished with 2
06-21 12:05:13.135 W /SusCatalogWatcher:5292:1550/ Failed to refresh catalog:
```

Cause

PMM Software Update Point can't download updates catalogs from <http://swscan.apple.com>

Resolution

Please adjust the firewall settings if it's preventing PMM SUP from connecting to the server.

If you are using a web proxy server in your organization, you need to specify its settings for Parallels OS X Software Update Point to access the Internet. To do so, add the following values to

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Parallels\Parallels Mac Management for Microsoft SCCM\Sup on the server hosting SUP:

Value	Datatype	Description
NetProxyHost	String	Proxy server hostname
NetProxyPort	DWORD	Proxy server port number
NetProxyUserName	String	User name to connect to the proxy server (if required)
NetProxyUserPassword	String	User password (if required)

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