



Macs can't be enrolled in MDM due to incorrect hostname or port in MDM Link

- Parallels Device Management

Symptoms

Macs can't be enrolled in MDM.

pma_agent.log:

```
08-31 17:12:56.273 I /MacAgentUtils:1969:4523/ Installing MDM profile from
'https://server.domain.com:8762/ParallelsMacManagement.Mdm/ota/144?Action=Enroll'
<...>
08-31 17:13:04.378 W /MacAgentUtils:1969:4523/ /usr/bin/curl failed:
000
curl: (7) Failed to connect to server.domain.com port 8762: Operation timed
out
08-31
17:13:04.379 W /MacAgentUtils:1969:4523/ Exception:
impl/MdmEnroller.cpp(265): Throw in function QByteArray (anonymous
namespace)::download_profile(QUrl, QByteArray)
Dynamic exception
type:
boost::exception_detail::clone_impl<boost::exception_detail::error_info_injector<std
::exception::what: /usr/bin/curl failed
```

Cause

The Mac can not connect to the MDM server FQDN and port specified in the MDM Link.

Resolution

Please configure the proper MDM server FQDN and port in the MDM Link.

Make sure that FQDN can be resolved by Macs when connecting externally and connections over that port are allowed by the firewall.