



Failed to execute action 'publish' System.Xml.XmlException: There are multiple root elements

- Parallels Device Management

Symptoms

wsus-publisher.log:

```
2020-09-03 10:15:46.0797|INFO|1|Parallels.Pma.WsusPublisher.Program|Current
directory set to 'C:\Users\sperry1\AppData\Roaming\.pmm-aus-temp'
2020-09-03
10:15:48.4619|INFO|1|Parallels.Pma.WsusPublisher.Actions.GetSignCert|Package
signing certificate saved as C:/Users/sperry1/AppData/Local/Temp\WSC8B24.tmp
2020-09-03 10:16:17.8027|INFO|1|Parallels.Pma.WsusPublisher.Program|Current
directory set to 'C:/ProgramData/Parallels/Sup/WsusPublisher\.pmm-aus-temp'
2020-09-03 10:16:17.8965|FATAL|1|Parallels.Pma.WsusPublisher.Program|Failed
to execute action 'publish'
System.Xml.XmlException: There are multiple root elements. Line 2, position
2.
    at System.Xml.XmlTextReaderImpl.Throw(Exception e)
    at System.Xml.XmlTextReaderImpl.ParseDocumentContent()
    at System.Xml.XmlLoader.LoadNode(Boolean skipOverWhitespace)
    at System.Xml.XmlLoader.LoadDocSequence(XmlDocument parentDoc)
    at System.Xml.XmlDocument.Load(XmlReader reader)
    at System.Xml.XmlDocument.Load(String filename)
    at
Parallels.Pma.WsusPublisher.Actions.UpdatePublisher.LoadPListFromFile(String
path)
    at Parallels.Pma.WsusPublisher.Actions.UpdatePublisher.Run(Dictionary`2
arguments, FsStore fsStore)
    at Parallels.Pma.WsusPublisher.Program.Run(ProgramArgs args)
```

Cause

PMM SUP service failed to authenticate against the web proxy.

*.sucatalog files from **C:\ProgramData\Parallels\Sup\Catalogs** look like this:

Resolution

Please configure the web proxy to allow PMM SUP connecting to **<http://swscan.apple.com/>***

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