Unable to connect to CM Proxy: Category="system" Code=60 Message="Operation timed out"

- Parallels Device Management

Symptoms

Mac can't connect to the Proxy and receive policies.

pma_agent.log:

```
05-11 13:01:40.189 W RpcLocator /CmProxyCommUtils:209:1f0b/ Unable to
connect to CM Proxy: Category="system" Code=60 Message="Operation timed
out"
```

If you run command **`nc -vz` *`PROXY_FQDN PROXY_PORT`***, it fails:

```
Mac:~ user$ nc -vz proxy.example.org 8760
nc: connectx to proxy.example.org 8760 (tcp) failed: Operation timed out
```

Cause

Firewall between the Mac and PMM Proxy prohibits TCP connections on the Proxy port (8760 by default)

Resolution

Please reconfigure the firewall to allow those connections.

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