



## Unable to push mac client to a macOS Big Sur device

- Parallels Device Management

### Symptom

Unable to install client on mac device with macOS Big Sur via automatic push or push via Parallels Management Tools > Install Parallels Mac Client.

pmm\_clientpush.log:

```
07-03 15:33:33.518 T /SSHWrap:4684:21dc/ Logged in to 'x.x.x.x' as 'user'
07-03 15:33:33.518 I /ClientPush:4684:21dc/ Sending installer to host...
07-03 15:33:34.071 T /SSHWrap:4684:21dc/ Got from 'x.x.x.x' (idle = 0): 1024
bytes of
'/System/Library/Frameworks/Python.framework/Versions/2.7/Extras/lib/python/OpenSSL/
CryptographyDeprecationWarning: Python 2 is no longer supported by the Python
core team. Support for it is now deprecated in cryptography, and will be
removed in the next release.
  from cryptography import x509
Traceback (most recent call last):
  File "/tmp/tmpCktehK", line 3, in <module>
    import os, sys, pwd, grp, OpenSSL as openssl, platform, fcntl, stat, signal,
errno
  File
'/System/Library/Frameworks/Python.framework/Versions/2.7/Extras/lib/python/OpenSSL/
line 8, in <module>
    from OpenSSL import crypto, SSL
  File
'/System/Library/Frameworks/Python.framework/Versions/2.7/Extras/lib/python/OpenSSL/
line 16, in <module>
    from OpenSSL._util import (
  File
'/System/Library/Frameworks/Python.framework/Versions/2.7/Extras/lib/python/OpenSSL/
line 6, in <module>
    from cryptography.hazmat.bindings.openssl.binding import Binding
  File "/System/Library/Framework
07-03 15:33:34.071 T /SSHWrap:4684:21dc/ Got from 'x.x.x.x' (idle = 0): 655
bytes of
'ks/Python.framework/Versions/2.7/Extras/lib/python/cryptography/hazmat/bindings/ope
line 14, in <module>
    from cryptography.hazmat.bindings._openssl import ffi, lib
ImportError:
dlopen(/System/Library/Frameworks/Python.framework/Versions/2.7/Extras/lib/python/cr
2): Symbol not found: _DTLS_client_method
  Referenced from:
/System/Library/Frameworks/Python.framework/Versions/2.7/Extras/lib/python/cryptogra
  Expected in: flat namespace
  in
/System/Library/Frameworks/Python.framework/Versions/2.7/Extras/lib/python/cryptogra
,
```

# Cause

Known issue: PEMT-9427

Deprecation of Python 2 support in cryptography.

# Resolution

Developers are aware of the issue and are working on resolution.

Until the fix will be available, it is recommended to install client manually.

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