ERROR: Unable to connect to the Parallels Update site

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

Parallels Desktop displays the following error:

Unable to connect to the Parallels Update site.

Resolution

1. Check if your Internet connection is working properly, and access to ***update.parallels.com*** from your Mac is not blocked by any firewall:

- Open the **Terminal** application from **Applications/Utilities/** and paste the command as is into Terminal and hit **Enter**:

```
ping update.parallels.com
```

Press **Control+C** after 10 seconds to interrupt the command.

Normal output should look like:

```
$ ping update.parallels.com
PING abc.dfg.net (11.22.33.44): 56 data bytes
64 bytes from 93.184.221.133: icmp_seq=0 ttl=54 time=107.068 ms
64 bytes from 93.184.221.133: icmp_seq=1 ttl=54 time=107.166 ms
64 bytes from 93.184.221.133: icmp_seq=2 ttl=54 time=102.212 ms
64 bytes from 93.184.221.133: icmp_seq=3 ttl=54 time=105.030 ms
64 bytes from 93.184.221.133: icmp_seq=4 ttl=54 time=107.143 ms
64 bytes from 93.184.221.133: icmp_seq=5 ttl=54 time=112.620 ms
64 bytes from 93.184.221.133: icmp_seq=6 ttl=54 time=102.609 ms
64 bytes from 93.184.221.133: icmp_seq=7 ttl=54 time=107.737 ms
64 bytes from 93.184.221.133: icmp_seq=8 ttl=54 time=104.039 ms
64 bytes from 93.184.221.133: icmp_seq=9 ttl=54 time=103.752 ms
64 bytes from 93.184.221.133: icmp_seq=10 ttl=54 time=104.129 ms
64 bytes from 93.184.221.133: icmp_seq=11 ttl=54 time=106.341 ms

--- abc.dfg.net ping statistics ---
12 packets transmitted, 12 packets received, 0.0% packet loss
round-trip min/avg/max/stddev = 102.212/105.820/112.620/2.732 ms
```

If you get a different output containing error messages, it means that your Mac is unable to reach Parallels Update site - check this article for solution: 113745 `ERROR: Unable to check for updates`

Note: In case the output you get is the same as above but you still receive the stated error message, please follow the steps below:

1. Send **Problem report** to Parallels Support team using this article (remember Problem report ID): 9058
2. Contact **Parallels Technical support** to investigate the issue: www.parallels.com/support/ (provide support with Problem report ID, list all the steps you have performed).
3. To get the fast resolution, please follow guidance in this article: 112178 in order to **download the update manually**.

For proxy settings:

1) Please contact you system administrator for assistance.

2) Disable proxy in **System Preferences - Network - Active connection - Advanced... - Proxy**

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.