ERROR: Unable to check for updates

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition 10

Symptoms

You are not able to download **Parallels Desktop** updates with the following error message:

```
Unable to check for updates
```

or

```
Unable to connect to the Parallels Update site. Please check your Internet connection and try again
```

Cause

You may have a faulty update domain listed in your local hosts file which prevents **Parallels Desktop** to update.

This problem also may be caused by proxy being turned on and being used on the host side.

Resolution

In order to resolve the issue follow the steps below:

1. If you have proxy turned on in your **Mac** - please turn it off at:
   System Preferences > Network > Advanced - Proxies
   And restart your Mac.
2. Open **Applications > Utilities > Terminal** and run the command below:

   ```
   cat /etc/hosts
   ```
3. Examine the output for similar entries (the output may be slightly different):

   ```
   127.0.0.1       pdfm.blist.parallels.com
   127.0.0.1       pdfm.vl.parallels.com
   127.0.0.1       registration.parallels.com
   127.0.0.1       update.parallels.com
   ```
4. In case such entries are present in your **hosts** file, remove them. To do it type it in **Terminal**:

   ```
   sudo perl -pi -w -e 's/127.0.0.1/#127.0.0.1/g;' /etc/hosts
   echo ?127.0.0.1 localhost? | sudo tee ?a /etc/hosts?`
   ```

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