# || Parallels<sup>®</sup>

# Fix "Unable to find the parallels driver for usb devices error message"

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

#### Symptoms

On Parallels virtual machine start you can see the following error message while trying to connect a USB device:

Unable to find the parallels driver for USB devices

## Cause

Parallels USB kernel extension (driver) can not be loaded due to operating system misconfiguration or permissions issues.

### Resolution

1. Restart your Mac into <u>macOS Recovery</u>. To do so, restart your **Mac** and hold down **Command+R** on the keyboard until the **Apple** logo appears on the screen.

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Note: If you see a login window instead of the Utilities window, it's possible that you didn't press Command+R early enough. Restart your Mac and try again.
2. From the top menu bar select Utilities and then Terminal.

3. Execute the following commands consequently:

csrutil enable spctl kext-consent add 4C6364ACXT

**Note:** Hit **return/Enter** after entering the command to execute it. In the latter command letters in the last part must be in the **upper case**, otherwise, the command won't take any effect.

4. The result of performing these commands should look like the below image:

- 5. Restart your Mac into normal mode. To do it execute the command reboot or select Apple logo > Restart...
- 6. After that start Parallels Desktop and run the virtual machine once again, then connect the desired USB device.

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