

Error "Unable to Connect to server" while trying to install Kaspersky Internet Security 2012

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

While you are trying to install Kaspersky Internet Security (KIS) 2012, you get the error message:

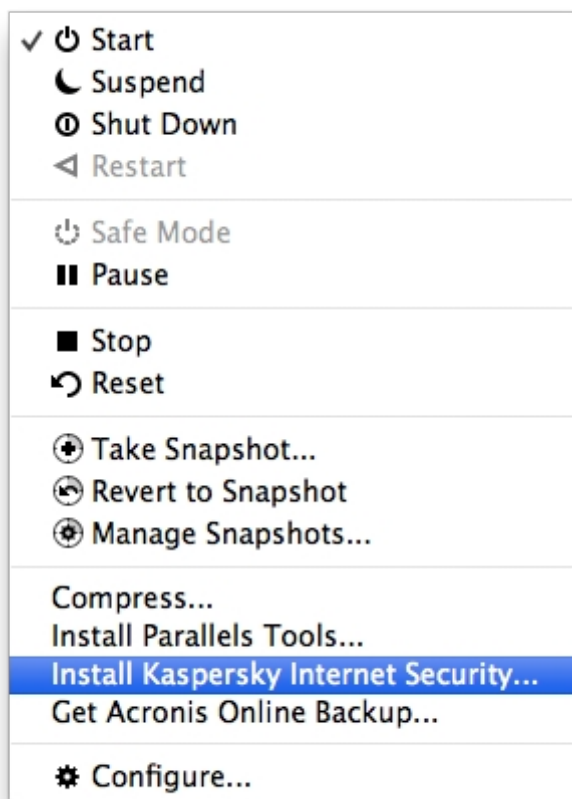
Unable to Connect to server

Cause

It may be caused by a bad internet connection or faulty download link.

Resolution

1. Check the **Internet Connection** on both Mac and Windows virtual machine. If there is no Internet - please fix this issue first and re-run KIS installation from Virtual Machine top menu.



2. If your Internet connection is fine - please copy and paste the **direct download link of Kaspersky Internet Security** in a Web browser on Windows virtual machine.

For proxy settings:

- 1) Please contact your system administrator for assistance.
- 2) Disable proxy in **System Preferences - Network - Active connection - Advanced... - Proxy**

