



Troubleshooting Parallels Desktop start issues

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

Symptoms

Note: you may have your Virtual Machines configured to start automatically when Parallels Desktop starts. This article describes Parallels Desktop start issues only, if you need help starting a Virtual Machine please check this article [Troubleshooting Virtual Machine start issues](#).

You are unable to start Parallels Desktop because of one of these reasons:

- Parallels Desktop hangs or crashes
- An error message comes up when you start Parallels Desktop
- Nothing happens when you try to start Parallels Desktop

Cause

It may happen because of one of these reasons:

- Parallels Desktop installation is corrupted
- macOS file system issues
- Parallels Service is blocked by Firewall or anti-virus

Resolution

As a first troubleshooting step, disable the anti-malware/firewall applications if there are any and then check if the issue still remains.

If you are unable to start Parallels Desktop or a virtual machine and you get the error message:

Unable to connect to Parallels Service

- Check this article for resolution: [Unable to connect to Parallels Service](#)

If you still experience the same issue:

1. Repair possible macOS file system issues, as some Parallels Desktop files may be affected by these issues:

- ◆ Boot your Mac to Recovery mode [this way](#).
- ◆ Open **Disk Utility**.
- ◆ Select your macOS startup volume (**Macintosh HD** by default) in the left column, then click **First Aid -> Run -> Continue**.
- ◆ Wait till the process is over.
- ◆ Reboot the Mac to normal mode.

2. Add Parallels Desktop in the Firewall and Privacy exception:

- ◆ Open **System Preferences**.
- ◆ Click the **Security & Privacy** icon.

- ◆ Select the **Privacy** tab > **Accessibility**.
 - ◆ Click the **lock icon** in the preference pane, then enter an administrator name and password.
 - ◆ Drag and drop **Parallels Desktop** app (**Finder: /Applications/Parallels Desktop**) in the **Allow the apps below to control your computer** box.
 - ◆ Select the **Firewall** tab. If **Firewall** is enabled follow the steps below
 - ◆ Click the **Firewall Options** button
 - ◆ Click the Add Application (+) button.
 - ◆ Select the app you want to allow incoming connection privileges for - **Parallels Desktop**.
 - ◆ Click **Add > OK**.
3. Add Parallels Desktop to the anti-virus white list if any.
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