Error: "Unable to connect to the Internet" when trying to download KAV, KIS or Mac Look

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

You are unable to download Kaspersky Antivirus for Mac, Kaspersky Internet Security or Mac Look because of the error message:

Unable to connect to the Internet.

Cause

- **No Internet on Mac side**
- **Corrupted permissions for downloads destination folder**

Solution

- Make sure Internet connection is working fine on Mac side
- If the issue still persists it means permissions on the **Downloads** folder have become corrupted.

Solution:

- Open **Terminal** application on Mac located in **Applications/Utilities/**
- Copy the command below as is and paste it into **Terminal**:

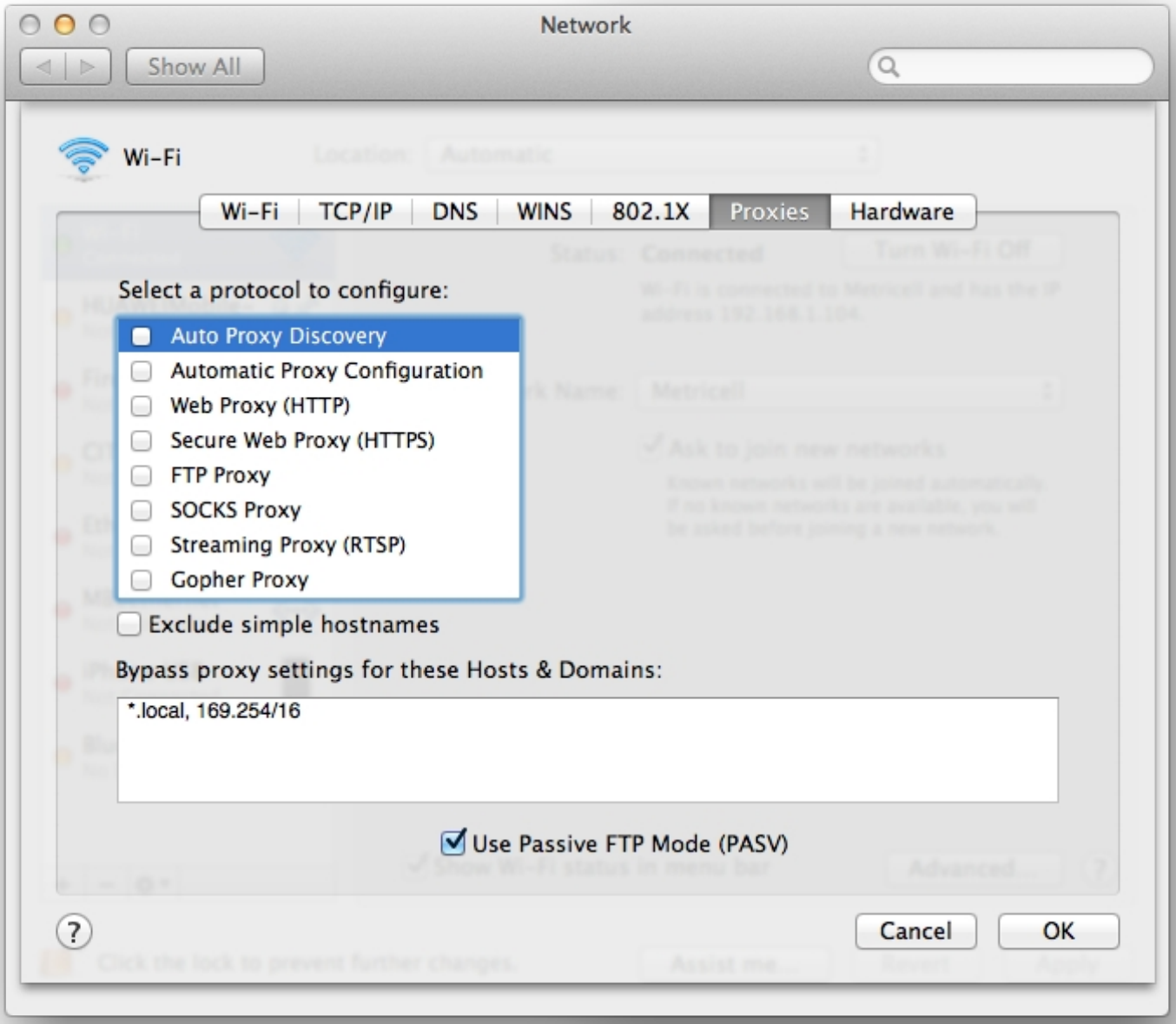
```
sudo chmod a+w /Library/Parallels/Downloads
```

- Press **"Enter".** You may need to enter your Mac password and hit return
- Try to download Kaspersky Antivirus for Mac, Kaspersky Internet Security or Mac Look

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.