

## <u>Unable to open any applications from Windows Applications</u> <u>folder from the Dock</u>

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

## **Symptoms**

I am not able to open any applications from **Windows Applications** folder from the **Dock**. The application icon may appear in the **Dock** for some time but the application itself does not start or it may start for several seconds and then shuts down on its own.

## Cause

Parallels Shared Applications feature is blocked by antivirus / Internet security software installed on your Mac

## Resolution

We may recommend several ways of resolving the issue:

- 1. Uninstall your current antivirus / Internet security solution for Mac.
- 2. Add **Parallels Desktop** and its components to the list of "**allowed applications**" of your antivirus software. Please contact software vendor's support resources (Knowledge base, manuals etc) for more details.
- 3. Uninstall and then reinstall your current antivirus / Internet security solution for Mac. Make sure you use the latest version of the antivirus software.

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