

Operation timeout

- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Business Edition
- Parallels Desktop for Mac Pro Edition

Symptoms

While running Parallels Desktop for Mac, you get the following notification:

Operation timeout. The operation could not be completed due to a timeout. Problem ID: 15

Resolution

First, please make sure you have Internet access to www.parallels.com

If by some reason you are not able to do that, the problem is with your <u>ISP</u>, contact them for assistance.

If you are able to access www.parallels.com from the Mac side, then:

- 1. Restart your Mac.
- 2. Quit Parallels Desktop.
- 3. Open Activity Monitor.app and make sure that *prl_disp_service* process is quit. If not, highlight it from the list > press **Quit**.

