

<u>Troubleshooting Parallels Tools installation with Driver Package Installer tool</u>

- Parallels Desktop for Mac Standard Edition
- Parallels Access

Symptoms

• I am trying to install Parallels Tools in Windows-based virtual machine, but Parallels Tools installation crashes while installing.

INFORMATION

Before using the tool, you need **to identify which driver fails to install** in Windows virtual machine. In order to do that, please:

- 1. Create <u>snapshot</u> to be secured from all unwanted changes in the virtual machine. When solution is applied successfully, please delete snapshot.
- 2. Go to *C:\Windows\Temp*. Find and open the most recent parallels-tools-setup document.
- 3. Press Ctrl+F to open search dialog. Search for "DIFXAPP: ERROR" without qoutes:

```
DIFXAPP: INFO: Installing INF file 'C:\Program Files (x86)\Parallels\Parallels Tools\Drivers\pDIFXAPP: INFO: Could not open file C:\Windows\System32\DriverStore\FileRepository\prl_sound.irDIFXAPP: ERROR: PnP Install failed. (Error code 0x3EE: The volume for a file has been externall
```

- 4. Note what driver fails to install, e.g. prl_sound.inf_amd64_857254279ea3f2e6.
- 5. Go to *C:\Windows\System32\DriverStore\FileRepository* and locate the driver folder. Enter the folder and open driver information file (see pic. below). Note driver version.
- 6. Now you have to locate **the same driver with the same version** on another virtual machine which is not experience this error (**virtual machine with the same Windows OS, same bit version and the same Parallels Desktop build that you have**). It could be your test virtual machine, or just another virtual machine on duty. Copy driver folder from FileRepository to the virtual machine you troubleshoot (paste it inside C: drive).

NOTE: Do not forget to check bit version of Windows OS. Drivers for 32 and 64 bit versions are different.

- 7. Download <u>Driver Package Installer (DPInst)</u> from attach below:
 - ♦ dpinst.exe
 - ♦ dpinst64.exe for 64-bit OSes
- 8. Place dpinst tool to the C: drive. In Windows virtual machine you troubleshoot open *Command Prompt* and execute:

```
cd C:\
dpinst.exe /d /u \\path-to-inf
```

where *path-to-inf* is a path to the *.inf file of the driver, which is located inside driver folder (the one you've downloaded)

9. Confirm that you want to uninstall the driver by pressing **Enter**.

- 10. Reboot the virtual machine. Try to install Parallels Tools again. On the "All devices using this driver will be removed. Do you wish to continue?" pop-up say 'Yes'.
- 11. Now, if you picked-up everything correctly, the following pop-up will appear:

This means that you are going to uninstall a live driver, which is currently used in the system. And Parallels Tools installation cannot replace this working driver due to the registry corruption. After confirming to uninstall the driver, reboot and try to install Parallels Tools.

You may also try to run 'dpinst' by using the driver from FileRepository folder. Also there could be several corrupter drivers, so **if the installation fails again**, look at the logs - there could be **another error on another driver**.

NOTE:

- If the installation crashes on 69% please check prl_memdev driver in %systemroot%\system32\FileRepository\
- If the installation crashes on 59% please check prl dd driver in %systemroot%\system32\FileRepository\
- If using dpinst tools doesn't help you may try to manually copy the same driver files into %systemroot%\system32\FileRepository\ from your test virtual machine.
- If the installation crashes on 66%, to workaround this you may uninstall sound device from Device Manager before installing Parallels Tools. Parallels Tools installation will skip installing sound driver, and will successfully finish, but Windows won't have sound playback.
- For Windows 8 you may use 'Refresh PC' option to fix the registry and install Parallels Tools

Cause

Corrupted Windows registry

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