|| Parallels[®]

Mac loses Internet connection over WiFi when Virtual Machine is started

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

Symptoms

Your Mac loses Internet connection when the virtual machine is launched. Internet connection is slow, unstable and intermittent.

Your Mac uses WiFi connection and your virtual machine is configured to use **Bridged:Default** or **Bridged:WiFi** type of network connection.

Cisco Wireless LAN Controller (WLC) is used for WiFi connection.

Cause

Your WiFi access point Point indirectly forbids situation when more then one IP address is used per 1 physical MAC address.

Resolution

If Cisco WLC is used please enable "Passive Client" feature

- 1. Open Cisco Configuration page.
- 2. Choose WLANs > WLANs > WLAN ID to open the WLANs > Edit page.
- 3. Choose the Advanced tab.
- 4. Select the Passive Client check box to enable the passive client feature.
- 5. Click Apply to commit your changes.

For more information on configuring Passive client feature please visit <u>Cisco Wireless LAN Controller</u> <u>Configuration Guide</u>

For more information on Passive client please visit Wireless LAN Controller (WLC) Design and Features FAQ

© 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.