



Parallels Tools Installation Agent stops installation at 15%.

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition

Symptoms

- I am unable to install/update Parallels Tools in Windows XP virtual machine. Parallels Tools Installation Agent stops installation at 15%.
- When I go to C:\Windows\Temp and I open the most recent Parallels Tools log, e.g. parallels-tools-setup.20130514_132240, I see only several strings (the log is almost empty) and I find the following error message:

Failed to connect to server. Error: 0x80040154

Cause

Windows Installer corruption

Resolution

Please follow this article: [The Windows Installer Service Could Not Be Accessed](#) - section **Resolution**.

NOTE: If you receive an output 'msiexec.exe is not recognized as an internal or external command', please follow this article: [How to fix 'not recognized as an internal or external command' in Windows](#)

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