

Unable to access external hard drive in Windows virtual machine

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

Symptoms

• I am unable to access my external hard drive in Windows virtual machine. When I connect the drive to Mac, a pop-up window prompts if I want to connect the drive whether to **Mac** or to **Windows** - I choose **Windows**.

Cause

Several hard drives are formatted to HFS+ file system by default, which is supported only by Mac OS X (e.g. <u>FREECOM MOBILE DRIVE</u>). Windows does not support HFS+ file system.

Resolution

In this case you have two ways of how to solve this issue:

- 1. While pop-up wizard prompts if I want to connect the drive whether to Mac or to Windows choose **Mac**. Then the drive will be accessible in *Windows File Explorer* via *Parallels Shared Folders* tool.
 - **NOTE:** Parallels Tools have to be installed and up-to-date to make sure Parallels Shared Folders tool is working.
- 2. You may format your drive to NTFS file system if you want to connect the drive directly (as a device) to Windows (choose **Windows** on the pop-up wizard). In order to format the drive please open Mac OS X **Utilities** -> **Disk Utility** -> choose the drive -> **Partition** tab -> 'Format:' field.

NOTE: While formatting the drive all data will be lost from the hard drive. Please make sure you save your data in another location.

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