

Network connection problems with Windows Virtual Machine

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

Virtual Machine cannot connect to the Internet.

• The output of ipconfig is:

```
"An internal error occurred: the request is not supported. please contact Microsoft product support services for further help. additional information: unable to query host name."
```

Cause

Windows misconfiguration

Resolution

• Reset the Transmission Control Protocol / Internet Protocol (TCP/IP) following the next Microsoft article:

http://support.microsoft.com/kb/299357

If the "Fix it" tool doesn?t work you may manually reset TCP/IP by following the steps provided under ?Let me do it myself? section.

- 1. Go to Start -> Control Panel -> Administrative Tools -> Services.
- 2. Search for the below mentioned Services. Right click them one-by-one and select Properties or double-click them to open the service.
 - ♦ DHCP
 - ♦ DNS
 - ♦ Net logon
 - ♦ Network connection
 - ♦ Network location
 - ♦ TCP/IP Net BIOS Helper

Check to make sure that the "Startup Type" is set to "Automatic".

3. Reboot your virtual machine.

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