

## <u>Unable to install Parallels Desktop 9: "An older version of Parallels Desktop is running"</u>

• Parallels Desktop for Mac Standard Edition

## **Symptoms**

Unable to install Parallels Desktop 9 due to error message "An older version of Parallels Desktop is running. Please quit the older version of Parallels Desktop and try again."

## Cause

Previous version of Parallels Desktop is still running in the background

## Resolution

- 1. Remove the previous versions of Parallels Desktop completely:
  - ♦ Parallels Desktop 3
  - ♦ Parallels Desktop 4
  - ♦ Parallels Desktop 5
  - ♦ Parallels Desktop 6
  - ♦ Parallels Desktop 7

Check the issue. If it still persists:

- 2. Reset ACL permissions for your User account
- 3. Boot into Safe mode
- 4. Give the permissions (sudo chmod -R 755) to "/var/folders/rx/4h0\_n76x6ps8xcdy865h3b2c0000gn/T"
- 5. Change the name of Existing VM.pvm file
- 6. Restart the Mac computer
- 7. Proceed with the installation

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