

Unable to forward the USB 3.0 drive to the Windows virtual machine

- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition 10
- Parallels Desktop for Mac Standard Edition 11

Symptoms

- If USB 3.0 drive is connected to Windows Virtual Machine, it will disappear from both Mac and Windows sides.
- Windows cannot detect USB 3.0 external drive.
- USB 3.0 drive does not work properly on the Windows side.

Cause

- USB 3.0 drivers are not installed.

Resolution

1. Make sure **USB 3.0 support** is enabled:
 - ◆ Open virtual machine [configuration](#)
 - ◆ Go to **Hardware** tab > **USB & Bluetooth**
 - ◆ Check **USB 3.0 support**
2. Download and install USB 3.0 drivers from [here](#) on the Windows side.
Note: End Of Life - This download, USB 3.0 Driver: Intel® USB 3.0 eXtensible Host Controller Driver for Intel® 7 Series/C216 Chipset Family 1.0.10.255, will no longer be available after October, 29, 2019 and will not be supported with any additional functional, security, or other updates. All versions are provided as is. Intel recommends that users of USB 3.0 Driver: Intel® USB 3.0 eXtensible Host Controller Driver for Intel® 7 Series/C216 Chipset Family 1.0.10.255 uninstall and discontinue use as soon as possible.

Check the issue. If it still persists:

1. Make sure, **Parallels Desktop is shut down.**
2. Open **Terminal** (Finder > Applications > Utilities > Terminal) and execute the following command:

```
sudo chmod -R 777 /Library/Preferences/Parallels
```

Enter your password (you will not be able to see the symbols you type) and hit **Enter (return)**.

3. Open the required file executing:

```
open -e /Library/Preferences/Parallels/dispatcher.desktop.xml
```

4. Once file is open, hit **CMD+F** on the keyboard to open Search box and enter `UsbVirtualDisks` to locate corresponding section:

5. Change `<Usb>0</Usb>` string to `<Usb>1</Usb>`:

```
<UsbVirtualDisks dyn_lists="">  
  <FireWire>1</FireWire>  
  <Usb>1</Usb>  
  <Thunderbolt>1</Thunderbolt>  
  <Removable>1</Removable>  
</UsbVirtualDisks>
```

6. Save file (in **Finder** menu bar > **Files** > **Save**) and close **TextEdit**.

7. Get back to the **Terminal** and execute the following command:

```
sudo chmod -R 755 /Library/Preferences/Parallels
```

Enter your password (you will not be able to see the symbols you type) and hit Enter (return).

Note: Currently, external disks speed is equivalent to USB 2.0 speed as external USB devices are connected to the USB 2.0 bus in the Guest.

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