



No sound on virtual machine

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

Symptoms

1. No sound on virtual machine
2. Red cross next to the audio icon in the Windows task bar notification area. When right-clicking the **audio icon in the notification area** > **Troubleshoot sound problems**, it says **Audio device is disabled**:
3. In the **Device Manager** (press **cmd+R** combination > type **devmgmt.msc** > hit **Enter**) the audio device is up and running (there are no exclamation, question, 'down arrow' marks next to device icon):

Cause

Responsible system accounts are not in the local Administrators group.

Resolution

1. Open **Command Prompt**: click **Start** > in the search box type **cmd.exe** > right-click on the appeared program > **Run as administrator**.

<p>

<p>Execute the following commands:</p>

<pre>

```
net localgroup Administrators /add networkservice
```

```
net localgroup Administrators /add localservice
```

<p>

Restart virtual machine.