



Unable to install Parallels Desktop: Installer file is not recognized

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

Symptoms

When installing Parallels Desktop application, an error message appears: "**The installer is not recognized**" or "**This dmg file is not recognized**".

Cause

Security and Privacy setting "**Allow apps downloaded from:**" is not set correctly.

Resolution

1. Go to the Mac's System Preferences window: from the **Apple** menu at the upper-left corner of the screen > **System Preferences...**
2. Open "**Security & Privacy**";
3. Under **Allow apps downloaded from:**, choose **Anywhere**;
4. Proceed with the installation.

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