

Unable to check for updates

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 10
- Parallels Access
- Parallels Desktop for Mac Standard Edition 11

Symptoms

When I am trying to check Parallels Desktop for updates, the following error appears:

'Unable to check for updates. Contact the Parallels support team for assistance.'

Cause

Parallels Desktop application cannot connect to parallels.com

Resolution

- 1. Open **Finder**. In the menubar go to **Go to folder**, type '/etc/', click 'Go'.
- 2. Locate 'hosts' file, right-click it > Get info > Expand 'Sharing & Permissions' tab.
- 3. Click the lock icon to allow modifying.
- 4. Click '+', select your user account.
- 5. Under 'Sharing & Permissions' Click 'Read only' near your account name and change it to 'Read & Write'.
- 6. Open Terminal (**Finder > Applications > Utilities > Terminal**)
- 7. Execute:

```
cd /etc
vim hosts
```

- 8. Press 'E'.
- 9. Locate the strings (using arrows) that contain 'parallels' and press 'DD' (double 'D') to remove them.
- 10. After removing all the 'parallels'-containing strings type ':wq' and hit 'Enter/Return to end the modifying.

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