



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.