Unable to load the Parallels Driver. Problem ID: 352

- Parallels Desktop
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Business Edition

Symptoms

- Unable to start Windows virtual machine, getting an error message: **Unable to load the Parallels Driver. Problem ID: 352**.

Cause

- macOS **IOACPIFamily** driver corruption.

Resolution

1. Open **Console.app** on the Mac.
2. Find and open **system.log** in **Console**.
3. Reproduce the issue with **Problem ID: 352** on **Parallels Desktop**.
4. Go back to **Console** and check the latest output, it should look something like this:

   ```
   Can't load /Applications/Parallels Desktop.app/Contents/Library/Extensions/10.9/prl_hypervisc
    prl_hypervisor.kext - dependency 'com.apple.iokit.IOACPIFamily' not found.
   ```
5. If such messages were found, please open **Terminal.app** and execute the command below to rebuild drivers cache:

   ```
   sudo touch /System/Library/Extensions
   ```
6. As the final step, reboot the Mac to apply changes.

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