

Mac crashes at startup of Parallels Desktop on Mac OS X 10.11

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

Symptoms

- My Mac crashes every time I start Parallels Desktop on Mac OS X 10.11.
- If I open **Console** > /**Library/Logs/** > **DiagnosticReports** and open the kernel panic log (starts with **kernel**), I find the following string:

```
Kernel Extensions in backtrace:
com.eltima.kext.eveusb
```

To open Console go to Finder > Applications > Utilities > Console.

Cause

You have <u>Eltima USB Network Gate</u> installed. Its driver com.eltima.kext.eveusb isn't compatible with OS X 10.11 El Capitan.

Resolution

- 1. Delete Eltima software from your Mac.
- 2. Restart Mac and check the issue.

If Mac still crashes, please do the following:

- 1. Open Terminal (Finder > Applications > Utilities > Terminal).
- 2. Copy the following command in the Terminal and execute it:

```
\verb|sudo|/Library/Frameworks/EventUSB.framework/Support/uninstall|
```

Note: You will need to enter your Mac password. You won't see it. Just type and press Return\Enter.

3. Restart Mac and check the issue.

In case it still persist after performing all steps above, please contact Eltima Support for help.

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