



Unable to login to Parallels Desktop after macOS update. The error message 'Check your Internet connection and try again.'

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition

Symptoms

After installing the latest upgrade I'm prompted to login with my Parallels account. When I try doing so an error message shows up: "Check your Internet connection and try again. If the problem persists, follow [this link](#) to register your copy of Parallels Desktop.". The Internet connection is fine.

Resolution

1. Quit Parallels Desktop.
2. Start **Terminal** (Applications > Utilities > Terminal) and execute the following commands (the latter command will restart the Mac to apply changes):

```
sudo rm -rfd /private/var/root/Library/Preferences/com.parallels.desktop.plist  
sudo reboot
```

Type in your Mac password.

NOTE: No symbols will be shown due to security measures, so just hit the keys and use return/Enter.

After restarting the Mac, it's required to verify and repair Mac's disk file system using **Disk Utility** application, because in most of the cases the root cause of the issue related to issues within the file system:

1. Launch **Disk Utility** application (**Applications - Utilities - Disk Utility**).
 2. Select a disk in question (its name **Macintosh HD** by default, if the disk wasn't renamed) and then click on **First Aid** button.
 3. Once suggested by the application, press **Run** button to start the process of verification and repair.
 4. Press **Continue** button to proceed.
 5. Wait until the process is completed and click **Done** button to finish the operation
 6. Start **Parallels Desktop** and try to login again using corresponding credentials.
 7. If this solution does not help, contact Parallels Desktop [Support](#).
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