



Unable to connect eToken/ruToken USB device to Windows virtual machine in Parallels Desktop for Mac App Store Edition

- Parallels Desktop for Mac App Store Edition

Symptoms

I cannot connect my USB key which has an authentication mechanism (eToken/ruToken) to my Windows virtual machine. I get this error message:

Unable to connect the USB device to your virtual machine. The device cannot be connected now. Please

Cause

Due to an Apple® limitation, such devices are not supported in Parallels Desktop for Mac App Store Edition.

Resolution

[Upgrade to the full version of Parallels Desktop](#) to be able to use the device.

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