

Fix loss of Internet Connectivity in macOS virtual machine after Parallels Desktop upgrade

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

You may experience a loss of internet connection in your macOS virtual machine (VM) following an upgrade of Parallels Desktop, coupled with a subsequent Parallels Tools update. The issue is attributed to VM misconfiguration and can be resolved by applying the proper configuration.

Resolution

- 1. Start Parallels Desktop.
- 2. Shut down the VM. Make sure that the virtual machine is shut down. If it is in a suspended state, please run it and then shut it down (**Actions > Shut Down**)
- 3. Open the VM configuration.
- 4. Switch to the Hardware tab and select Network from the list.
- 5. Expand the Advanced Settings menu and change the Type option to 'Intel(R) PRO/1000 MT'.

Note: This step is only applicable to MacOS versions preceding macOS Big Sur 11.0.

- 6. Start the VM and perform DHCP to refresh the assigned IP address: **System Preferences > Network > Advanced** button **> Renew DHCP Lease > OK**.
- 7. Check the internet connection to ensure it is working correctly.

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