

Unable to use tools in Parallels Toolbox for Windows

- Parallels Toolbox Business Edition
- Parallels Toolbox

Symptoms

Some tools in Parallels Toolbox for Windows do not work. I get **ffmpeg.exe** or **ffprobe.exe** error message when trying to use them.

Cause

Tools such as **Convert Video**, **Download Video** or any others which use ffmpeg.exe and ffprobe.exe require MFPlat.dll that is a part of Windows Media Pack.

It is not included in Windows N and Windows KN variations and must be downloaded separately.

Resolution

- 1. Check if you have got Windows 10 N or KN edition installed.
 - In Windows search bar type in cmd > select the appeared Command Prompt application to open it.
 - In Command Prompt type in winver to get the information about your Windows license.
 - Make sure it has N or KN beside Windows version.
- 2. Download and install the additional pack depending on your Windows version.

Windows 10

- 3. Restart Windows, launch Parallels Toolbox and start the desired tool again.
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