

# Fix issues with Archive/Unarchive Tool on macOS Catalina and later

• Parallels Toolbox

# **Symptoms**

I try to use the **Archive/Unarchive** tools on macOS 10.15 and later to archive/unarchive some data but on every attempt to use the **Archive** utility it fails with the '**Something happened**' alert and with the '**Unarchive error**. **Unarchiving of <name> finished with errors**' alert for the **Unarchive** utility:

# Cause

The required permissions aren't granted for the tools in macOS System Preferences.

# Resolution

# Fix the issue using Terminal:

- 1. Quit from Archive/Unarchive tool.
- 2. Open **Terminal** (**Finder Applications Utilities Terminal**) and execute the command below:

### For **Archive** tool

tccutil reset All com.parallels.toolbox.Archive

#### For **Unarchive** tool

tccutil reset All com.parallels.toolbox.Unarchive

- 3. Start the tool. Try archiving (or unarchiving) the same files again.
- 4. macOS will prompt you to provide the file access. Give permission.

## Fix the issue using System Preferences:

- 1. Quit from **Archive/Unarchive** tool.
- 2. Open System Preferences Security & Privacy Privacy Files and Folders.
- 3. Set checkboxes for **Archive/Unarchive** tools:

4. Try archiving/unarchiving again.

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