

## Playing Windows games via built-in Xbox app in Parallels Desktop

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

With Windows 11 release, Microsoft has announced the <u>updated Xbox application</u> that is now pre-installed in Windows 11.

On Mac computers with Apple M1 chip, free games can be downloaded with no issues. However, paid games are not - **Something unexpected happened** error message appears.

The application shows the banner **Having trouble installing and launching games?** by default, but suggested troubleshooting is not applicable for Windows 11.

## Cause

Upon checking the same scenario on a native ARM-based Surface machine the same behavior was reproduced that means this is not a virtual machine-specific issue.

## Resolution

Since the issue persists on native ARM-based machines, please contact <u>Microsoft support</u> to ask for further assistance.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.