

Fix the error message "You cannot install Parallels Tools because the virtual machine has no CD/DVD device."

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

When you are trying to install Parallels Tools, you might get the following error:



The issue is caused by the fact the Parallels Tools .iso file isn't mounted to the virtual machine.

Resolution

Perform the following steps to solve the issue:

1. Shut down the virtual machine (**Actions > Shut Down**).
 2. Open the virtual machine's configuration > **Hardware**.
 3. Click on the "+" sign and add "CD/DVD".
 4. Run your virtual machine.
 5. Try installing Parallels Tools: right-click the virtual machine icon in Dock > **Actions > Install Parallels Tools**).
 6. If the installation does not start, click on File Explorer inside the virtual machine and double-click on **DVD Drive Parallels Tools** to initiate the installation process.
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