



Crash of Photoshop Elements 8, Adobe Acrobat 7, Microsoft Access 2007

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 9 and older

Symptoms

Some of the applications (like Photoshop Elements 8, Adobe Acrobat 7, Microsoft Access 2007) are crashing.

Cause

- **Integral Antivirus** is installed in Mac OS X. It causes the interruption of the Parallels Services;
- Some features of OS Integration between host and guest might prevent for proper work of applications after upgrade from Parallels Desktop 7 to Parallels Desktop 9.

Resolution

1. **Uninstall** Integral antivirus in Mac OS X;
2. Check the issue by launching appropriate application;
3. If the issue still persists,

- ◆ **Isolate Windows from Mac : Virtual Machine > Configure > Security > select 'Isolate Windows from Mac'**
- ◆ Reinstall required software.