Fix "Unable to connect to Parallels Service"

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

Upon Parallels Desktop start the following error message appears:

```
Unable to connect to Parallels Service. Make sure that the prl_disp_service
process is active and it is not blocked by Firewall.
```

Possible Cause

- outdated macOS version
- *prl_disp_service* is blocked by the firewall
- *prl_disp_service* cannot start due to insufficient permissions

Resolution

Note: since Parallels Desktop App Store Edition is distributed through the Mac App Store it uses the App Sandbox, so it highly depends on the host configuration. To fix the issue with Parallels Desktop App Store Edition 1.7.0, update macOS to the latest version first. This step is supposed to fix the issue.

To fix the issue in Parallels Desktop, kindly follow the steps below:

1. Restart the Mac. Try to open Parallels Desktop for Mac again.
2. If it didn't help, launch the Terminal.app (located in Applications > Utilities).
3. Paste the command below into Terminal, then hit Return:

   ```
   sudo launchctl stop com.parallels.desktop.launchdaemon
   ```
4. You may need to type your Mac password and hit Return (you will not see characters while typing)
5. Copy and paste the following command, then hit Return to start Parallels Service:

   ```
   sudo launchctl start com.parallels.desktop.launchdaemon
   ```
6. Try starting the Parallels Desktop application or a virtual machine.

© 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.