ERROR: Unable to connect to the Parallels Update site

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

Parallels Desktop displays the following error:

Unable to connect to the Parallels Update site.

Resolution

1. Check if your Internet connection is working properly, and access to ***update.parallels.com*** from your Mac is not blocked by any firewall:

- Open the **Terminal** application from **Applications/Utilities/** and paste the command as is into Terminal and hit **Enter**:

```
ping update.parallels.com
```

Press **Control+C** after 10 seconds to interrupt the command.

Normal output should look like:

```
$ ping update.parallels.com
PING abc.dfg.net (11.22.33.44): 56 data bytes
64 bytes from 93.184.221.133: icmp_seq=0 ttl=54 time=107.068 ms
64 bytes from 93.184.221.133: icmp_seq=1 ttl=54 time=107.166 ms
64 bytes from 93.184.221.133: icmp_seq=2 ttl=54 time=102.212 ms
64 bytes from 93.184.221.133: icmp_seq=3 ttl=54 time=105.030 ms
64 bytes from 93.184.221.133: icmp_seq=4 ttl=54 time=107.143 ms
64 bytes from 93.184.221.133: icmp_seq=5 ttl=54 time=112.620 ms
64 bytes from 93.184.221.133: icmp_seq=6 ttl=54 time=102.609 ms
64 bytes from 93.184.221.133: icmp_seq=7 ttl=54 time=107.737 ms
64 bytes from 93.184.221.133: icmp_seq=8 ttl=54 time=104.039 ms
64 bytes from 93.184.221.133: icmp_seq=9 ttl=54 time=103.752 ms
64 bytes from 93.184.221.133: icmp_seq=10 ttl=54 time=104.129 ms
64 bytes from 93.184.221.133: icmp_seq=11 ttl=54 time=106.341 ms

--- abc.dfg.net ping statistics ---
12 packets transmitted, 12 packets received, 0.0% packet loss
round-trip min/avg/max/stddev = 102.212/105.820/112.620/2.732 ms
```

If you get a different output containing error messages, it means that your Mac is unable to reach Parallels Update site - check this article for solution: 113745 `ERROR: Unable to check for updates`

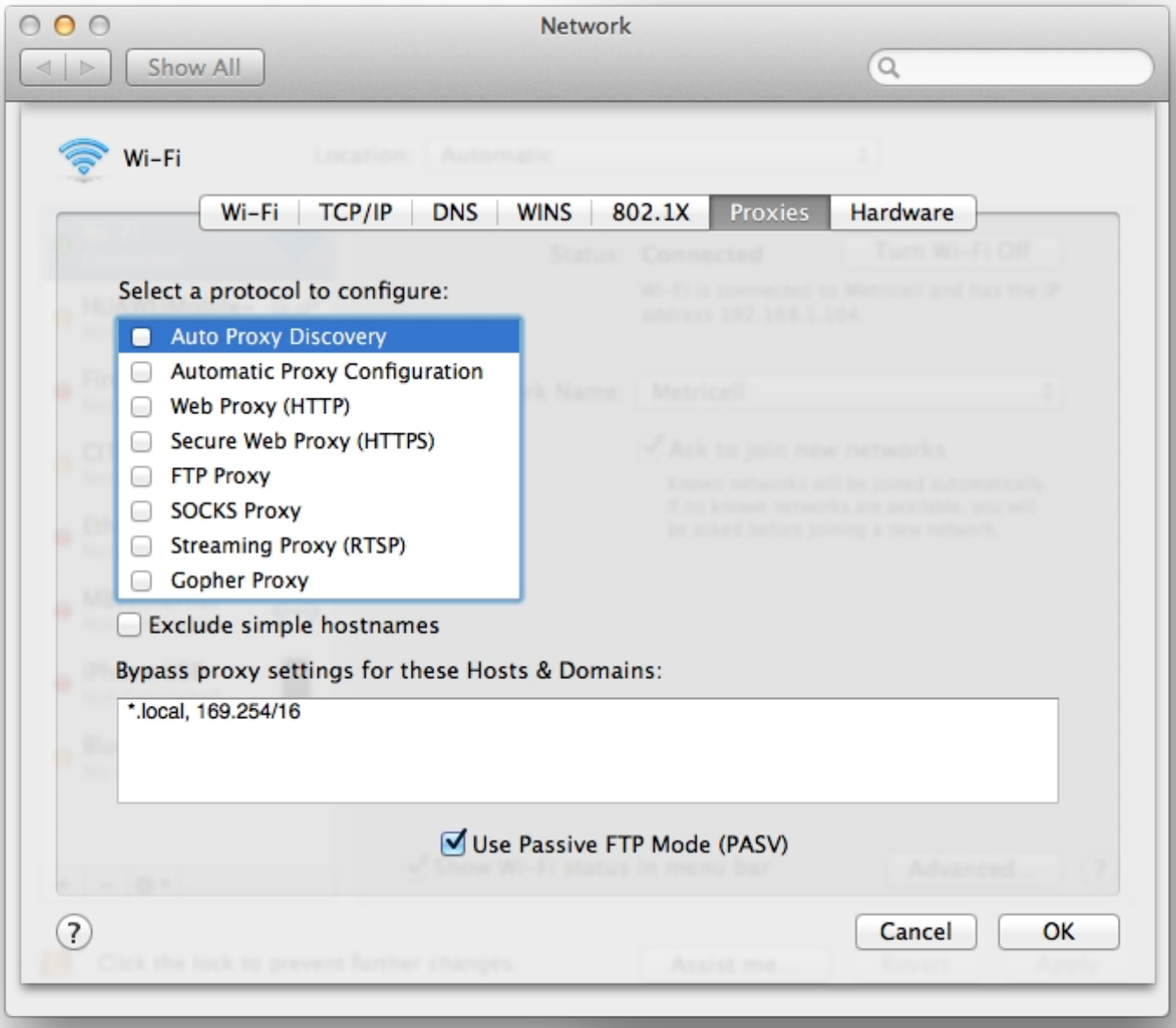
Note: In case the output you get is the same as above but you still receive the stated error message, please follow the steps below:

1. Send **Problem report** to Parallels Support team using this article (remember Problem report ID): 9058
2. Contact **Parallels Technical support** to investigate the issue: www.parallels.com/support/ (provide support with Problem report ID, list all the steps you have performed).
3. To get the fast resolution, please follow guidance in this article: 112178 in order to **download the update manually**.

For proxy settings:

1) Please contact you system administrator for assistance.

2) Disable proxy in **System Preferences - Network - Active connection - Advanced... - Proxy**



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