



## **ERROR: Parallels Tools cannot be mounted to the virtual machine**

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

## **Symptoms**

On attempting to install Parallels Tools Parallels Desktop either hangs/freezes or displays the following error:

```
Parallels Tools cannot be mounted to the virtual machine
```

## **Resolution**

Try to attach Parallels Tools image to the Virtual machine manually.

To do it please close the error message, go to Devices menu - CD/DVD - Connect image, choose parallels-tools image appropriate for the type of your Virtual machine

prl-tools-win.iso stands for Parallels tools image for Windows XP, Vista and 7 virtual machines..

prl-tools-lin.iso stands for Parallels tools image for Linux virtual machines

prl-tools-mac.iso stands for Parallels tools image for Mac OS X virtual machines.

prl-tools-other.iso stands for Parallels tools image for other virtual machines.

Click Open.

On the Virtual machine side go to Start - Computer and double-click CD/DVD drive to start Parallels Tools installation.

In case Parallels Desktop fails to open the folder containing Parallels tools images automatically please navigate to

- */Library/Parallels/Tools* (**For Parallels Desktop 7**)

or

- */Applications/Parallels Desktop.app/Contents/Resources/Tools* (**for Parallels Desktop 8**)

folder on your Mac.

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For more information on Parallels Tools manual installation please visit [KB 112609](#)

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