

Shared Folders Troubleshooting

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 17 and older
- Parallels Desktop for Mac Standard Edition 10

Symptoms

When I start Windows virtual machine or open Windows Explorer I get this error message:

Cause

Parallels Desktop Shared Folders feature is not working correctly because **Parallels Tools is damaged or not installed.**

Resolution

NOTE: If files from shared folders cannot be opened with AutoCAD application installed in the virtual machine, please check this article: [AutoCAD cannot open files from Shared Folders on Parallels Desktop for Mac.](#)

Reinstall Parallels Tools:

1. **Start** your virtual machine.
2. In Mac menu bar click on **Actions** (Virtual Machine in older versions) > **(Re)install Parallels Tools.**
3. **Restart** your virtual machine.

If the issue still persists:

1. Click **Start** button in Windows, type `CMD` and hit Return/Enter key to open a **command prompt**.
2. Type in the **line below** in command prompt and **hit Return/Enter**:

```
sc query prl_fs
```

3. Type in the **line below** in command prompt and **hit Return/Enter** as well:

```
sc query prl_tg
```

Make sure the **STATE** is **RUNNING**.

If it is **not running**:

1. Open **Start** menu > type **Control Panel** and hit Return/Enter.
2. Open **Add/Remove Programs** (Programs and Features) and **uninstall Parallels Tools.**
3. In Mac menu bar click on **Actions** (Virtual Machine in older versions) > **Install Parallels Tools.**

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