

Unable to scan from Windows virtual machine

- Parallels Desktop
- Parallels Access

Symptoms:

Unable to scan from Windows virtual machine.

Cause:

The device is not correctly configured.

Resolution:

- 1. Ensure that the scanner is working fine on Mac OS X
- 2. Start Parallels Desktop application and Windows virtual machine.
- 3. Install the native scanner drivers in Windows virtual machine either by downloading from the Official manufacturer website or from the manufacturer disc.

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