



Unable to open any applications from Windows Applications folder from the Dock

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition

Symptoms

I am not able to open any applications from **Windows Applications** folder from the **Dock**. The application icon may appear in the **Dock** for some time but the application itself does not start or it may start for several seconds and then shuts down on its own.

Cause

Parallels Shared Applications feature is blocked by antivirus / Internet security software installed on your Mac

Resolution

We may recommend several ways of resolving the issue:

1. Uninstall your current antivirus / Internet security solution for Mac.
2. Add **Parallels Desktop** and its components to the list of "**allowed applications**" of your antivirus software. Please contact software vendor's support resources (Knowledge base, manuals etc) for more details.
3. Uninstall and then reinstall your current antivirus / Internet security solution for Mac. Make sure you use the latest version of the antivirus software.

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