



Operation timeout

- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Business Edition
- Parallels Desktop for Mac Pro Edition

Symptoms

While running Parallels Desktop for Mac, you get the following notification:

Operation timeout. The operation could not be completed due to a timeout. Problem ID: 15

Resolution

First, please make sure you have Internet access to www.parallels.com

If by some reason you are not able to do that, the problem is with your ISP, contact them for assistance.

If you are able to access www.parallels.com from the Mac side, then:

1. Restart your Mac.
2. Quit Parallels Desktop.
3. Open Activity Monitor.app and make sure that *pri_disp_service* process is quit. If not, highlight it from the list > press **Quit**.

4. Open Parallels Desktop and start the virtual machine.

NOTE: If the instructions above do not help, reinstall Parallels Desktop application. Download the installation image of your Parallels Desktop version here: [13](#), [14](#), [15](#)

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