

## Cannot connect to specific network device

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition

## **Symptoms**

- I have a specific device on my network at home/office, e.g. *Network Attached Storage* (NAS), printer, network camera etc.
- When I try to connect to my device from *Windows* virtual machine it does not detect it on the network.

## Cause

Windows virtual machine is not running in appropriate network type.

## Resolution

1. On Mac OS X menu bar, when Parallels Desktop is active, please go:

**Devices -> Network 1 -> Bridged network -> choose Default Adapter.** 

- 1. In Windows virtual machine please open *Command Prompt*, and execute 'ipconfig' (without quotes).
- 2. Check IPv4 section, make sure Windows virtual machine has an IP address in the same subnet with *Mac OS X*. In order to do that, please open **System Preferences** on *Mac OS X* -> **Network** -> and check the IP address of Mac, they should be on the same subnet as shown in the picture below:
- 3. Open Network in File Explorer in Windows virtual machine and check for network devices:

If attempting to get access to the shared resource fails with the error **resource** is not accessible. You might not have permission to use this network resource

please follow the next instruction:

- 1. Go to Start > Control Panel > User Accounts > Manage your credentials.
- 2. Under **Windows Credentials** find and remove or edit the note related to this particluar device:

check the issue. If it still persists

- 3. Go to **Start** > in the Search field type **services.msc** and hit **Enter** (**return**).
- 4. Locate **Workstation** service > right-click it > **Properties** > set **Startup type** to **Automatic** and click **Start** > **Apply** > **OK**.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.