## 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 $O S X->$ 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.
