



I can't copy/paste between the Windows virtual machine and the Mac

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

Symptoms

- Shared clipboard between the Windows 8 virtual machine and the Mac does not work.
- Windows drive is not mounted on the Mac Desktop when virtual machine is running.
- Not able to launch any Windows application from the Dock.
- Drag and drop between Windows and Mac does not work.

Cause

One of Parallels Tools components (prl_cc.exe) hasn't been launched with Windows start.

Resolution

First of all please follow this instruction:

Unable to open files located in Windows from the Mac side

If it does not help, take these steps:

1. Start your virtual machine
2. While on Modern UI ("Metro", with live tiles) screen start typing **task manager**.

the search box will show up and the "Task Manager" will appear in the search results. Click on **Task Manager**.

3. Click on **More details** in Task Manager
4. Open **Startup** tab and look for **prl_cc.exe** or **Parallels Control Center**.

◆ If prl_cc.exe (or Parallels Control Center) is there, please make sure that it is running. Restart the virtual machine and check the issue. If it persists, please turn off User Account Control (UAC) and check again.

◆ If there is no prl_cc.exe (or Parallels Control Center) component:

1. Go to **C:/Program Files/Parallels/Parallels Tools/** (C:/Program Files (x86)/Parallels/Parallels Tools/ - for 64 bit virtual machine) > right click on prl_cc > **Send to > Desktop** (create shortcut)
2. Go to Modern UI ("Metro", with live tiles) screen and type in %appdata%

3. Press Enter. This will take you to `C:\Users\user-name\AppData\Roaming` folder.
4. Navigate to `\Microsoft\Windows\Start Menu\Programs\Startup`. The full path should now look something like:
`C:\Users\user-name\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup`.
5. Put the `pri_cc.exe` shortcut you created at step 1 into the Startup folder.
6. Reboot the virtual machine and check the issue.

Alternative method

Another way to add **pri_cc** to **Startup** is to use **Task Scheduler**. This method is suitable for both **Windows 7** and **Windows 8** with minor differences.

1. In Windows, go to **Start menu**.
2. In the search bar, type **Task Scheduler**. Launch the application.
3. Select **Create new Task** on the right. Specify the parameters according to screenshot (*choose the appropriate Windows version*).
4. On the **Triggers** tab, select **New**. Specify the parameters according to screenshot.
5. On the **Actions** tab, select **New**. Specify the parameters according to screenshot.
6. On the **Conditions** tab, specify the parameters according to screenshot.
7. Finally, on the **Settings** tab, make sure everything is set as on the screenshots.
8. **Reboot** your virtual machine. **Parallels Control Center** should start now after logging in to Windows.

If the troubleshooting steps above did not help, check for any **Firewalls** or **Antiviruses** and disable / uninstall them as these may hinder the **pri_cc.exe** services. Then try to reinstall Parallels Tools.
