



Unable to access external hard drive in Windows virtual machine

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

Symptoms

- I am unable to access my external hard drive in Windows virtual machine. When I connect the drive to Mac, a pop-up window prompts if I want to connect the drive whether to **Mac** or to **Windows** - I choose **Windows**.

Cause

Several hard drives are formatted to HFS+ file system by default, which is supported only by Mac OS X (e.g. FREECOM MOBILE DRIVE). Windows does not support HFS+ file system.

Resolution

In this case you have two ways of how to solve this issue:

1. While pop-up wizard prompts if I want to connect the drive whether to Mac or to Windows - choose **Mac**. Then the drive will be accessible in *Windows File Explorer* via *Parallels Shared Folders* tool.

NOTE: Parallels Tools have to be installed and up-to-date to make sure Parallels Shared Folders tool is working.

2. You may format your drive to NTFS file system if you want to connect the drive directly (as a device) to Windows (choose **Windows** on the pop-up wizard). In order to format the drive please open Mac OS X **Utilities** -> **Disk Utility** -> choose the drive -> **Partition** tab -> 'Format:' field.

NOTE: While formatting the drive all data will be lost from the hard drive. Please make sure you save your data in another location.