

Parallels Tools installation in Windows Virtual Machine fails at 15%

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

Symptoms

Parallels Tools fail to install at 15%

Cause

Windows System misconfiguration

%temp% and C:\Windows\Temp folders do not exist

Resolution

1. Create %temp% and C:\Windows\Temp folders manually:

- ◆ Open Windows Explorer and paste the following in the path bar (for Windows 7-8.1):

%USERPROFILE%\AppData\Local\

- ◆ Check whether the *Temp* folder is present there. Create a new Temp folder if necessary.
- ◆ Open Windows Explorer and navigate to C:\Windows
- ◆ Check whether the *Temp* folder is present there. Create a new Temp folder if necessary.

Important: In some cases *Temp* folder is present in the C:\Windows folder but have incorrect permissions that prevent Parallels Tools installation.

2. Reboot Windows
3. Install Parallels Tools
4. Check Windows for viruses.

Related articles:

- [Cannot install Parallels Tools](#)
 - [Parallels Tools Troubleshooting](#)
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