

Network connection problems with Windows Virtual Machine

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

Virtual Machine cannot connect to the Internet.

- The output of `ipconfig` is:

```
"An internal error occurred: the request is not supported.  
please contact Microsoft product support services for further help.  
additional information: unable to query host name."
```

Cause

Windows misconfiguration

Resolution

- Reset the Transmission Control Protocol / Internet Protocol (TCP/IP) following the next Microsoft article:

<http://support.microsoft.com/kb/299357>

If the "Fix it" tool doesn't work you may manually reset TCP/IP by following the steps provided under "Let me do it myself" section.

1. Go to Start -> Control Panel -> Administrative Tools -> Services.
2. Search for the below mentioned Services. Right click them one-by-one and select Properties or double-click them to open the service.

- ◆ DHCP
- ◆ DNS
- ◆ Net logon
- ◆ Network connection
- ◆ Network location
- ◆ TCP/IP Net BIOS Helper

Check to make sure that the "Startup Type" is set to "Automatic".

3. Reboot your virtual machine.