Network connection problems with Windows Virtual Machine

• Parallels Desktop
• Parallels Desktop for Mac Home 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:

  https://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.

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.