

## **Unable to install 3rd-party application in Windows.**

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

### **Symptoms:**

Cannot install application in Windows.

### **Cause:**

Delay in reading the disk causing Windows to generate an error.

### **Resolution:**

#### **Step #1. Exit Coherence**

1. **Start** Windows virtual machine.
2. From the **Apple** menu bar, click on the **Parallels** icon and select **Exit Coherence** from the drop down list.

#### **Step #2. Disable Shared Profile to ensure that the installation file resides natively on Windows environment.**

1. **Start** Windows virtual machine.
2. Do one of the following:
  - ? Click the **Parallels** icon in the menu bar, press and hold the **Option (Alt)** key and choose **Configure**.
  - ? If the Parallels Desktop menu bar is visible at the top of the screen, choose **Virtual Machine > Configure**.
3. Click **Options** and select **Sharing**.
4. Uncheck **Shared Profile** and log out of **Windows**.

#### **Step #3. Create a new folder on Windows virtual machine and copy the contents of the installation CD/DVD to the new folder.**

1. **Start**. Windows.
2. Create a blank folder on Windows desktop and name it Windows Application.

#### **Step #4. Connect the CD/DVD to the Windows virtual machine.**

1. **Start**. Parallels Desktop.
2. From the **Apple**. menu bar, select **Virtual Machine > Configure..**
3. Click on **Hardware > CD/DVD1**.
4. Select **Default CD/DVD**. and ensure that there is a check mark on "**Connected**".
5. Close the Configuration window.

#### **Step #5. Copy the contents of the installation disk to Windows virtual machine.**

1. **Start** Windows.
2. **Insert** the Windows Application installation disk.
3. Click on **Start > Computer**.

4. Right/Option click on **CD/DVD** and click **Open**.
  5. Select all the files and then copy it.
  6. **Open** the Windows Application folder on Windows desktop and Paste the copied file.
  7. Once copying is complete, find **Setup.exe** and double click it from the Windows Application folder.
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