|| Parallels[®]

No sound on virtual machine

- Parallels Desktop for Mac Standard Edition 10
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 9 and older

Symptoms

- 1. No sound on virtual machine
- 2. Red cross next to the audio icon in the Windows task bar notification area. When right-clicking the **audio** icon in the notification area > Troubleshoot sound problems, it says Audio device is disabled:
- 3. In the **Device Manager** (press **cmd+R** combination > type **devmgmt.msc** > hit **Enter**) the audio device is up and running (there are no exclamation, question, 'down arrow' marks next to device icon):

Cause

Responsible system accounts are not in the local Administrators group.

Resolution

1. Open **Command Prompt**: click **Start** > in the search box type **cmd.exe** > right-click on the appeared program > **Run as administrator**.

```
<img alt="" src="http://kb.parallels.com/Attachments/kcs-36784/Screen%20Shot%202015-03-12%20a

Execute the following commands:
```

net localgroup Administrators /add networkservice

net localgroup Administrators /add localservice

```
<img alt="alttext" src="http://kb.parallels.com/Attachments/kcs-36784/3.jpg" title="title" />Restart virtual machine.
```

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