



Fix "Unable to download the operating system installation files."

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac App Store Edition

Symptom

When trying to download an operating system using the Installation Assistant, the following notification appears:

Unable to download the operating system installation files.

Resolution

Note: to download Windows 10 installation image manually visit [this page](#). To install Windows, follow instructions from [KB 123284](#)

1. Check your Internet connection. If you are using Wi-Fi or mobile network, connect the computer to the Internet using Ethernet cable to ensure network stability.

2. Do not close the lid of your portable Mac when downloading.
3. Click **OK** on the error message and click **Resume**.
4. Try downloading the operating system again.

Advanced Troubleshooting

1. Try accessing [this page](#). If the page is accessible, follow the steps below. If you cannot access it, try later.
2. Open **Terminal.app** (**Finder** → **Applications** → **Utilities**) and execute the command:

```
ping download.parallels.com
```

3. Make sure that the address is resolved and you receive response from the server.

Press **Control + C** combination on the keyboard to stop the process and see the results.

4. If you cannot connect to `download.parallels.com` check DNS settings and make sure that port 443 is opened for TCP protocol ([Firewall settings](#)).
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