Unable to check for updates

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 10
- Parallels Access
- Parallels Desktop for Mac Standard Edition 11

Symptoms

When I am trying to check Parallels Desktop for updates, the following error appears:

```
'Unable to check for updates. Contact the Parallels support team for assistance.'
```

Cause

Parallels Desktop application cannot connect to **parallels.com**

Resolution

1. Open **Finder**. In the menubar go to **Go to folder**, type '**/etc/**', click '**Go**'.
2. Locate '**hosts**' file, right-click it **> Get info >** Expand '**Sharing & Permissions'** tab.
3. Click the lock icon to allow modifying.
4. Click '**+**', select your user account.
5. Under **'Sharing & Permissions'** Click '**Read only**' near your account name and change it to '**Read & Write**'.
6. Open Terminal (**Finder > Applications > Utilities > Terminal**)
7. Execute:

   ```
   cd /etc
   vim hosts
   ```

8. Press '**E**'.
9. Locate the strings (using arrows) that contain '**parallels**' and press '**DD**' (double '**D**') to remove them.
10. After removing all the '**parallels**'-containing strings type '**:wq**' and hit '**Enter/Return** to end the modifying.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.