

Fix network issues in a Windows virtual machine

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

Symptoms

- No internet connection in Windows, however internet is accessible on the Mac side.
- Internet connection is low or unstable.
- Issues with network dependent software even though the internet in Windows is working fine.
- Other home network computers are not reachable.

Cause

- Network settings misconfiguration in Windows.
- 3rd party applications or antivirus software are blocking network connection.
- Virtual machine's settings misconfiguration.
- Corrupted Windows environment.

Resolution

- 1. Make sure your Mac is connected to the internet, Windows will not be able to access the internet if it's disconnected or inaccessible on the Mac side.
- 2. Before going any further please take a snapshot (**Actions > Take Snapshot**) to revert to a pre-troubleshooting point.
- 3. Reinstall Parallels Tools.
- 4. Perform <u>clean boot</u> in Windows by disabling 3rd party applications' services including 3rd party antivirus software which may have a negative impact on a network driver's installation.

NOTE: in step 3 keep both Parallels Tools services **enabled**.

If this helped and internet connection restored, enable all services back one-by-one to identify the problematic 3rd party application.	
Go to the virtual machine's configuration > Hardware > Network > Source > Shared Network (Recommended) option should be set by default. If you have already got a Shared network set but still experience network issues in Windows switch it to Bridged Network: Default Adapter and verify if the internet is working in any of these modes.	0

If the internet is accessible in one of the modes - either Shared or Bridged but having a different connection type set doesn't suit your needs, proceed to additional troubleshooting.

6. Open **Command Prompt** in Windows by clicking on **Start** menu and typing in **cmd**, then hit **Enter**. Try pinging any Parallels server by entering the following command:

```
ping parallels.com
```

A normal output looks somewhat like this:

```
Reply from 64.131.89.6: bytes=32 time=188ms TTL=54 Reply from 64.131.89.6: bytes=32 time=187ms TTL=54
```

If you get the following reply:

```
Request timed out.
Request timed out.
```

Reset Windows TCP/IP protocol using the following commands:

```
netsh winsock reset
netsh int ip reset reset.log
```

Then close Command Prompt window and restart Windows.

If after Windows restart internet is not working, open **Command Prompt** again, release and renew IP address by entering the commands below:

```
ipconfig /release
ipconfig /renew
```

7. If the above steps do not help, in Windows open **Device Manager** (right-click **Start** menu and select **Device Manager**).

In **Device Manager** go to **Network adapters** tab and expand it. Check the name of the network adapter. It should be identical to the name in the virtual machine's configuration (<u>the virtual machine's configuration</u> > **Hardware** > **Network** > **Type**).

If instead, it is something like *Parallels Ethernet Adapter #...*, it means the driver was installed incorrectly and needs to be updated.

