

## **Unable to load the Parallels Driver. Problem ID: 352**

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

## **Symptoms**

• Unable to start Windows virtual machine, getting an error message: Unable to load the Parallels Driver. Problem ID: 352.

## Cause

• macOS IOACPIFamily driver corruption.

## Resolution

- 1. Open **Console.app** on the Mac.
- 2. Find and open **system.log** in **Console**.
- 3. Reproduce the issue with **Problem ID: 352** on **Parallels Desktop**.
- 4. Go back to **Console** and check the latest output, it should look something like this:

```
Can't load /Applications/Parallels Desktop.app/Contents/Library/Extensions/10.9/prl_hypervisorprl_hypervisor.kext - dependency 'com.apple.iokit.IOACPIFamily' not found.
```

5. If such messages were found, please open **Terminal.app** and execute the command below to rebuild drivers cache:

```
sudo touch /System/Library/Extensions
```

6. As the final step, reboot the Mac to apply changes.

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