



Parallels Tools installation fails at 67-69% in Windows 7 Starter edition

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

Symptoms

- I am running Windows 7 Starter edition in Parallels Desktop 11.
- Parallels Tools installation fails at 67-69%
- in `C:\Windows\inf\setupapi.dev.log` I see the following errors:

```
[G] !!! dvi:          Could not locate section [ClassInstall32].
[G] !!! dvi:          Class: {5175D334-C371-4806-B3BA-71FD53C9258D}. Install failed.
[G] !!! dvi:          Error 0xe0000101: The required section was not found in the INF.
```

Cause

Parallels location driver fails to install due to Windows 7 Starter edition limitations.

Resolution

1. Take a snapshot of the virtual machine to be able to revert the changes by going to virtual machine menu bar > **Actions > Take Snapshot**.
2. Download the attached registry fix in the virtual machine by opening this article in the Windows Internet browser.
3. Unzip the archive and run the fix.
4. Reboot virtual machine and install Parallels Tools.
5. Once Parallels Tools are successfully installed, delete the snapshot by going to virtual machine menu bar > **Actions > Manage Snapshot**.