

## 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**.

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