



## Mac crashes at startup of Parallels Desktop on Mac OS X 10.11

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

### Symptoms

- My Mac crashes every time I start Parallels Desktop on Mac OS X 10.11.
- If I open **Console** > **/Library/Logs/** > **DiagnosticReports** and open the kernel panic log (starts with **kernel**), I find the following string:

```
Kernel Extensions in backtrace:  
com.eltima.kext.eveusb
```

To open **Console** go to **Finder** > **Applications** > **Utilities** > **Console**.

### Cause

You have Eltima USB Network Gate installed. Its driver `com.eltima.kext.eveusb` isn't compatible with OS X 10.11 El Capitan.

### Resolution

1. Delete Eltima software from your Mac.
2. Restart Mac and check the issue.

If Mac still crashes, please do the following:

1. Open **Terminal** (**Finder** > **Applications** > **Utilities** > **Terminal**).
2. Copy the following command in the Terminal and execute it:

```
sudo /Library/Frameworks/EventUSB.framework/Support/uninstall
```

**Note:** You will need to enter your Mac password. You won't see it. Just type and press **Return\Enter**.

3. Restart Mac and check the issue.

In case it still persists after performing all steps above, please contact [Eltima Support](#) for help.

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