Error 1920: Service Parallels DEP Service (pmm_dep_service) failed to start

- Parallels Mac Management 5.0
- Parallels Device Management

Symptoms

- Installation of Parallels Mac Management fails with the following error: **Error 1920. Service Parallels DEP Service (pmm_dep_service) failed to start**:

- Following error pops up when launching **pmm_dep_service.exe** from Parallels Mac Management installation directory manually (keeping installer error message open): **The program cannot start because mfc100.dll/api-ms-win-crt-runtime-l1-1-0.dll is missing from your computer. Try reinstalling the program to fix this problem.**

- File **mfc100.dll/api-ms-win-crt-runtime-l1-1-0.dll** is missing in **C:\Windows\SysWOW64** directory

Resolution

1. Install following Microsoft updates:
    - KB2919355
    - KB2919442
    - KB2999226
2. Install Microsoft Visual C++ 2010 Redistributable Package (x86).
3. Run Parallels Mac Management installation.

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