

## Parallels Toolbox is missing new tools after upgrade to Parallels Desktop 14

• Parallels Toolbox

## **Symptoms**

I have upgraded to Parallels Desktop 14 for Mac, but my Parallels Toolbox for Mac is missing new tools.

## Cause

• Parallels Toolbox was not updated to version 2.0.4.

## Resolution

- 1. Make sure that Parallels Toolbox is updated to the latest version. Click on the **Parallels Toolbox** icon > cogwheel > **Check for Updates**.
- 2. If no updates were found and you're running the latest version, reactivate Parallels Toolbox with your license for Parallels Desktop 14. Click on the **Parallels Toolbox** icon > cogwheel > **About Parallels Toolbox** > **Sign Out**, then click on the Toolbox icon again and select **I Have a Key**, then enter the license and click **Activate**.

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