



Unable to use tools in Parallels Toolbox for Windows

- Parallels Toolbox Business Edition
- Parallels Toolbox

Symptoms

Some tools in Parallels Toolbox for Windows do not work. I get **ffmpeg.exe** or **ffprobe.exe** error message when trying to use them.

Cause

Tools such as **Convert Video**, **Download Video** or any others which use **ffmpeg.exe** and **ffprobe.exe** require **MFPlat.dll** that is a part of Windows Media Pack.

It is not included in Windows N and Windows KN variations and must be downloaded separately.

Resolution

1. Check if you have got Windows 10 N or KN edition installed.

In Windows search bar type in `cmd` > select the appeared **Command Prompt** application to open it.

In Command Prompt type in `winver` to get the information about your Windows license.

Make sure it has N or KN beside Windows version.

2. Download and install the additional pack depending on your Windows version.

Windows 10

3. Restart Windows, launch Parallels Toolbox and start the desired tool again.
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