

## Parallels Desktop installation/update gets stuck.

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

## **Symptoms**

Installation or update of Parallels Desktop gets stuck (often on "Removing the previous version").

## Cause

A part of macOS® called <u>Launch Services</u> is not working correctly and needs to be restarted.

## Solution

To restart Launch Services, do the following:

- 1. Restart your Mac®.
- 2. Go to **Finder > Applications > Utilities > Terminal**.
- 3. Run these commands one by one:

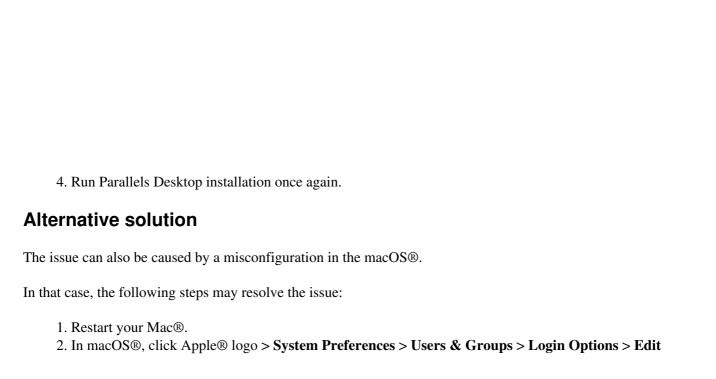
/System/Library/Frameworks/CoreServices.framework/Versions/A/Frameworks/LaunchServices.frameworksudo /System/Library/Frameworks/CoreServices.framework/Versions/A/Frameworks/LaunchServices.frameworks/L

 $\verb|sudo -u| < \verb|username| > /System/Library/Frameworks/CoreServices.framework/Versions/A/Frameworks/Launchenservices.framework/Versions/A/Frameworks/Launchenservices.framework/Versions/A/Frameworks/Launchenservices.framework/Versions/A/Frameworks/Launchenservices.framework/Versions/A/Frameworks/Launchenservices.framework/Versions/A/Frameworks/Launchenservices.framework/Versions/A/Frameworks/Launchenservices.frameworks/Launchenservices/Launchenservices/Launchenservices/Launchenservices/Launchenservice$ 

After running this second command, you will be prompted for your password. Due to security measures no symbols will be shown, so just hit the laye and pross Paturn/Enter.

symbols will be shown, so just hit the keys and press Return/Enter.

Instead of *<username*> enter your username that can be seen in the terminal before "\$" sign.



- 3. One by one, select each available entry and click '-' to remove it.
- 4. If Mac has multiple user accounts, sign in to each account and perform steps 1-3.
- 5. Once the entries have been removed, run the installation.

If the steps above do not resolve the issue, please contact Parallels Support.

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