



## Fix issues with Archive/Unarchive Tool on macOS Catalina and later

- Parallels Toolbox

### Symptoms

I try to use the **Archive/Unarchive** tools on macOS 10.15 and later to archive/unarchive some data but on every attempt to use the **Archive** utility it fails with the '**Something happened**' alert and with the '**Unarchive error. Unarchiving of <name> finished with errors**' alert for the **Unarchive** utility:

### Cause

The required permissions aren't granted for the tools in macOS System Preferences.

### Resolution

## Fix the issue using Terminal:

1. Quit from **Archive/Unarchive** tool.
2. Open **Terminal** (**Finder** → **Applications** → **Utilities** → **Terminal**) and execute the command below:

For **Archive** tool

```
tcutil reset All com.parallels.toolbox.Archive
```

For **Unarchive** tool

```
tcutil reset All com.parallels.toolbox.Unarchive
```

3. Start the tool. Try archiving (or unarchiving) the same files again.
4. macOS will prompt you to provide the file access. Give permission.

## Fix the issue using System Preferences:

1. Quit from **Archive/Unarchive** tool.
2. Open **System Preferences** → **Security & Privacy** → **Privacy** → **Files and Folders**.
3. Set checkboxes for **Archive/Unarchive** tools:

4. Try archiving/unarchiving again.

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