



Playing Windows games via built-in Xbox app in Parallels Desktop

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

With Windows 11 release, Microsoft has announced the updated Xbox application that is now pre-installed in Windows 11.

On Mac computers with Apple M1 chip, free games can be downloaded with no issues. However, paid games are not - **Something unexpected happened** error message appears.

The application shows the banner **Having trouble installing and launching games?** by default, but suggested troubleshooting is not applicable for Windows 11.

Cause

Upon checking the same scenario on a native ARM-based Surface machine the same behavior was reproduced that means this is not a virtual machine-specific issue.

Resolution

Since the issue persists on native ARM-based machines, please contact [Microsoft support](#) to ask for further assistance.

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