



Fix integration features not working in Windows XP, 2000 in Parallels Desktop 18

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

If you are using a Windows XP or Windows 2000 virtual machine in Parallels Desktop 18, you may experience some integration features such as Shared Folders and Coherence mode not functioning.

To resolve the issue we advise you to install the latest version of Parallels Desktop 18:

1. Right-click the Parallels Desktop icon in Dock > **Check for updates**.
2. Follow on-screen instructions.
3. Once Parallels Desktop is updated, start your virtual machine and remove Parallels Tools manually from Add/Remove Programs in Windows XP. The removal process can be sometimes relatively long (~5 min).
4. Click **Actions > Reinstall Parallels Tools**. Once the process is completed, restart your virtual machine to apply changes.

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