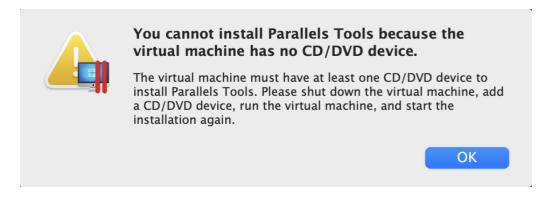


## Fix the error message "You cannot install Parallels Tools because the virtual machine has no CD/DVD device."

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

When you are trying to install Parallels Tools, you might get the following error:



The issue is caused by the fact the <u>Parallels Tools</u> .iso file isn't mounted to the virtual machine.

## Resolution

Perform the following steps to solve the issue:

- 1. Shut down the virtual machine (**Actions** > **Shut Down**).
- 2. Open the virtual machine's <u>configuration</u> > **Hardware**.
- 3. Click on the "+" sign and add "CD/DVD".
- 4. Run your virtual machine.
- 5. Try installing Parallels Tools: right-click the virtual machine icon in Dock > Actions > Install Parallels Tools).
- 6. If the installation does not start, click on File Explorer inside the virtual machine and double-click on **DVD Drive Parallels Tools** to initiate the installation process.

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