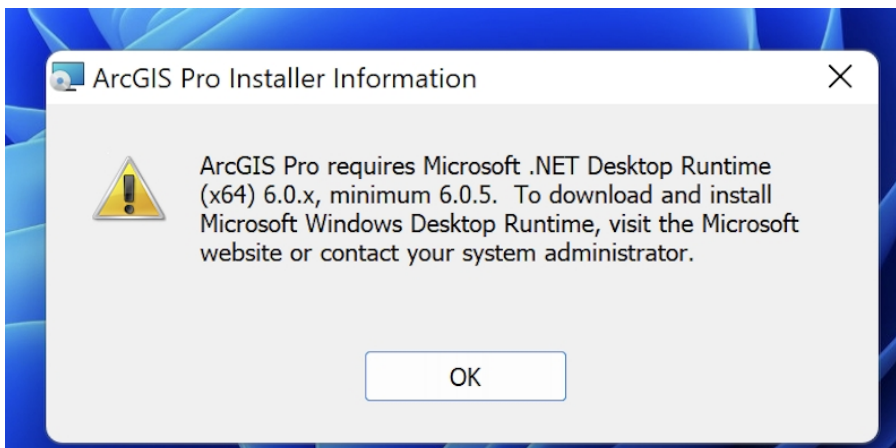


## Fix .NET Runtime x64 error when starting ArcGIS Pro

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

We've noticed that some of you encounter an error message when launching ArcGIS Pro that prompts you to download and install the **Microsoft .NET Desktop Runtime x64** framework.



However, in an attempt to resolve this issue, many customers install the .NET Arm framework, which doesn't solve the issue with the app launch.

## Resolution

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**Note:** if you have already installed the Arm .Net package, we advise you to uninstall it first. You can uninstall it as any program in Windows from the Control Panel.

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The steps to fix the issue are pretty simple and we'll walk you through them below:

1. Just download and install the correct version (x64) of the [Microsoft .NET Runtime Desktop Windows x64 Installer](#).
  2. Once you've installed the appropriate version of the .NET Runtime framework, attempt to install ArcGIS Pro again to proceed without encountering the previous error.
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