



Fixing 'Apple Cannot Verify' Errors When Sharing or Opening .pvm and .dmg files

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

We have observed instances where users have reported issues when attempting to open Parallels Desktop virtual machine bundles (.pvm) or installation image files (.dmg) after sharing them via communication platforms like Microsoft Teams or other similar methods.

Upon attempting to open these files, users may encounter an error message indicating that **Apple cannot verify that the bundle or installation image is free of malware**, preventing the file from being opened as expected.

This issue typically arises because Apple's Gatekeeper security mechanism cannot authenticate the shared file's integrity, especially after it has been transferred through third-party platforms that modify the file's attributes, such as its quarantine flags or metadata.

Resolution

To resolve this issue and bypass the Apple verification warning, you need to remove the **com.apple.quarantine** attribute from the file by following these steps:

1. Open **Terminal** on your Mac (Applications > Utilities > **Terminal**) and execute the following command:
2. Execute the following command to remove the quarantine attribute:

```
xattr -dr com.apple.quarantine <path to file>
```

- ◆ Replace <path to file> with the full path of the file you are trying to open, e.g. `xattr -dr com.apple.quarantine /Users/username/Downloads/ParallelsVM.pvm`
3. For **.dmg files**: After running the command, open **Finder**, select the **dmg** file and proceed with the installation.
 4. For **.pvm files**:
 - ◆ Start Parallels Desktop.
 - ◆ Navigate to **File > Open**
 - ◆ Select the **pvm** file.
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