



Unable to install Parallels Tools due to ?Could not access VBScript runtime for custom action error? message

- Parallels Desktop for Mac Standard Edition

Symptoms

When installing Parallels Tools in Windows virtual machine, the following message is displayed:

Cause

Parallels Tools are not installed properly.

Resolution

1. Download [Microsoft FixIT utility](#).
 2. Launch downloaded file (MicrosoftFixit50842.msi) and install it. Note: you should have administrative privileges to perform this action.
 3. Once it is installed try to install Parallels Tools again.
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