

## Fix "Unable to connect to Parallels Service"

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

Upon Parallels Desktop start the following error message appears:

Unable to connect to Parallels Service. Make sure that the prl\_disp\_service process is active and it is not blocked by Firewall.

## **Possible Cause**

- outdated macOS version
- prl\_disp\_service is blocked by the firewall
- prl\_disp\_service cannot start due to insufficient permissions

## Resolution

**Note**: since Parallels Desktop App Store Edition is distributed through the Mac App Store it uses the <u>App Sandbox</u>, so it highly depends on the host configuration. To fix the issue with Parallels Desktop App Store Edition 1.7.0, <u>update macOS</u> to the latest version first. This step is supposed to fix the issue.

To fix the issue in Parallels Desktop, kindly follow the steps below:

- 1. Restart the Mac. Try to open Parallels Desktop for Mac again.
- 2. If it didn't help, launch the Terminal.app (located in Applications > Utilities).
- 3. Paste the command below into Terminal, then hit Return:

```
sudo launchctl stop com.parallels.desktop.launchdaemon
```

- 4. You may need to type your Mac password and hit Return (you will not see characters while typing)
- 5. Copy and paste the following command, then hit Return to start Parallels Service:

```
sudo launchctl start com.parallels.desktop.launchdaemon
```

6. Try starting the Parallels Desktop application or a virtual machine.

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