ERREUR : Impossible de se connecter au site de mises à jour de Parallels

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptômes

Parallels Desktop affiche l'erreur suivante :

Impossible de se connecter au site de mises à jour de Parallels.

Résolution

Ouvrez l'application **Terminal** et tapez ce qui suit :

```
ping update.parallels.com
```

Appuyez sur **Control+c** après 10 secondes pour interrompre la commande.

Voici la sortie normale :

```
$ ping update.parallels.com
PING abc.dfg.net (11.22.33.44): 56 data bytes
64 bytes from 93.184.221.133: icmp_seq=0 ttl=54 time=107.068 ms
64 bytes from 93.184.221.133: icmp_seq=1 ttl=54 time=107.166 ms
64 bytes from 93.184.221.133: icmp_seq=2 ttl=54 time=102.212 ms
64 bytes from 93.184.221.133: icmp_seq=3 ttl=54 time=105.030 ms
64 bytes from 93.184.221.133: icmp_seq=4 ttl=54 time=107.143 ms
64 bytes from 93.184.221.133: icmp_seq=5 ttl=54 time=112.620 ms
64 bytes from 93.184.221.133: icmp_seq=6 ttl=54 time=102.609 ms
64 bytes from 93.184.221.133: icmp_seq=7 ttl=54 time=107.737 ms
64 bytes from 93.184.221.133: icmp_seq=8 ttl=54 time=104.039 ms
64 bytes from 93.184.221.133: icmp_seq=9 ttl=54 time=103.752 ms
64 bytes from 93.184.221.133: icmp_seq=10 ttl=54 time=104.129 ms
64 bytes from 93.184.221.133: icmp_seq=11 ttl=54 time=106.341 ms

--- abc.dfg.net ping statistics ---
12 packets transmitted, 12 packets received, 0.0% packet loss
round-trip min/avg/max/stddev = 102.212/105.820/112.620/2.732 ms
```

Si vous obtenez une sortie différente contenant des messages d'erreur, cela signifie que votre Mac ne peut pas atteindre le site de mises à jour de Parallels.
Vérifiez si votre connexion Internet fonctionne correctement et que l'accès à *update.parallels.com* à partir de votre

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