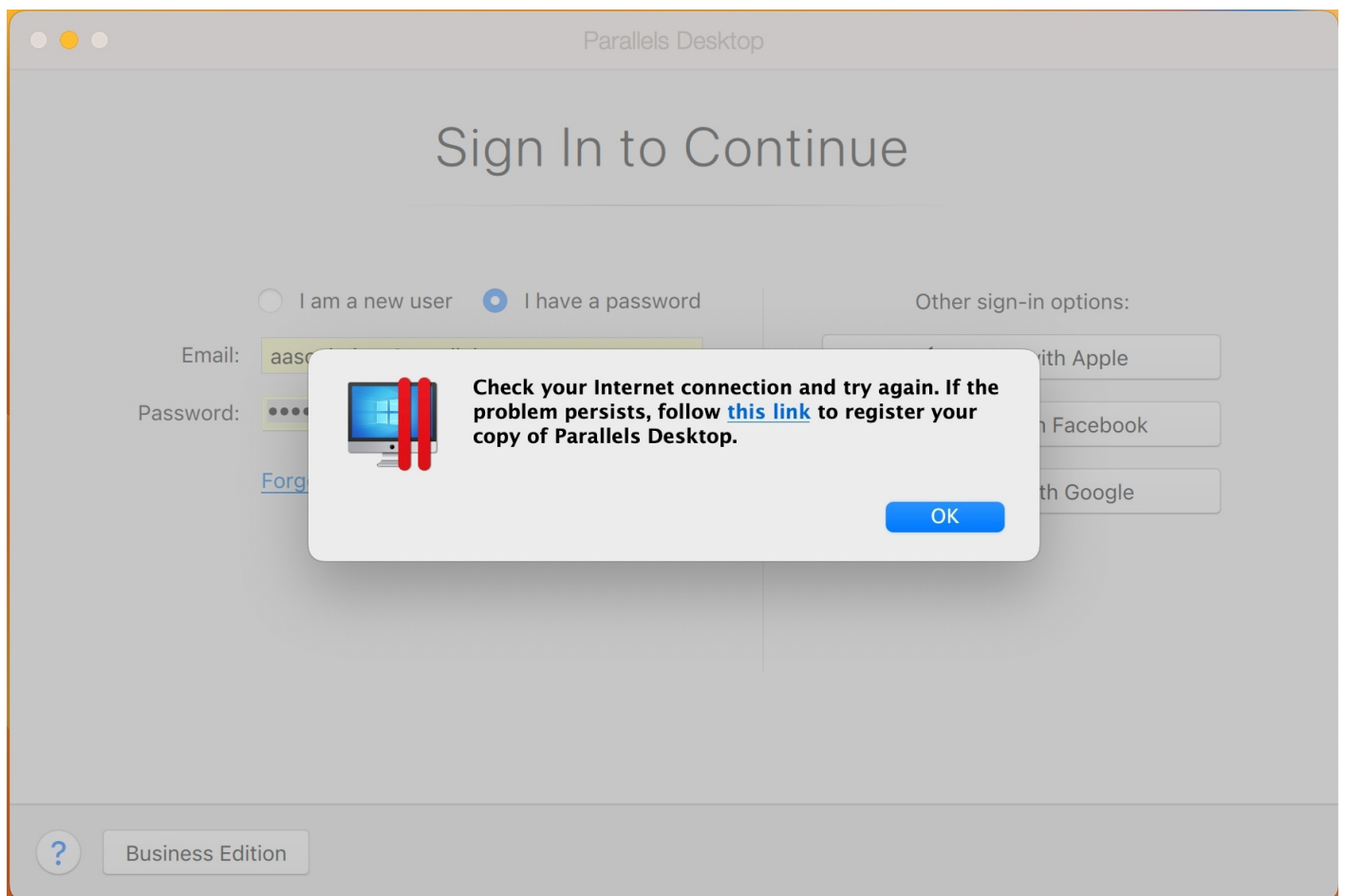


Fix an error message 'check your Internet connection' upon Parallels Desktop registration

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition
- Parallels Access
- Parallels Toolbox

If you're attempting to register Parallels Desktop, Parallels Access, or Parallels Toolbox and you see an error message which tells you to check your Internet connection.

This article offers solutions to fix this issue, even if your Internet connection is functioning correctly but the registration still fails.



The culprit of this issue could be one of three scenarios below:

- Third-party antivirus/firewall application blocks the connection to the Parallels registration server
- Mac operating system may have a faulty registration domain listed in your local **hosts** file which prevents Parallels Desktop to register.
- Port 443 is blocked by network security settings/firewall or on the company's server due to security restrictions.

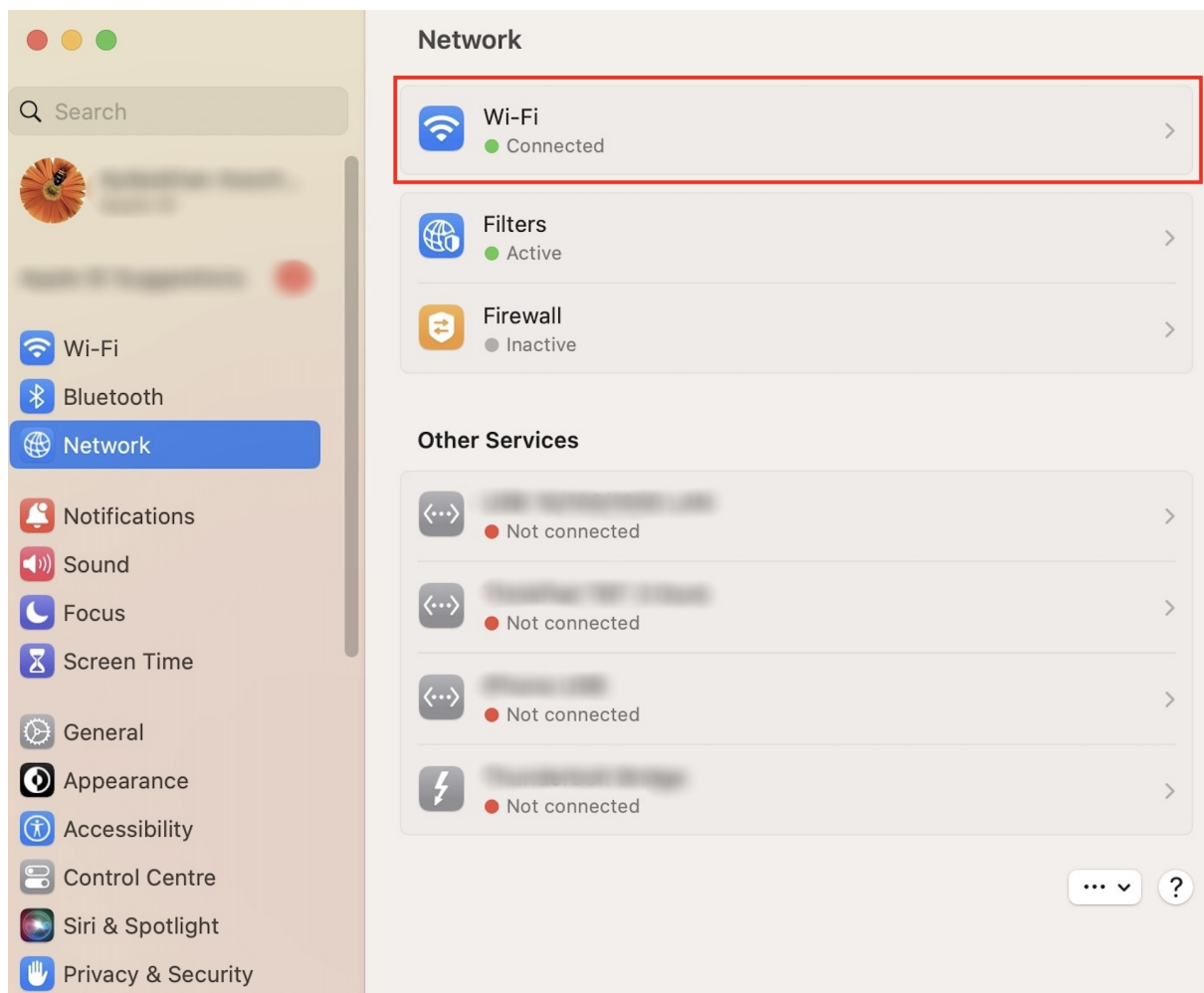
Resolution

In order to resolve the issue follow the steps below:

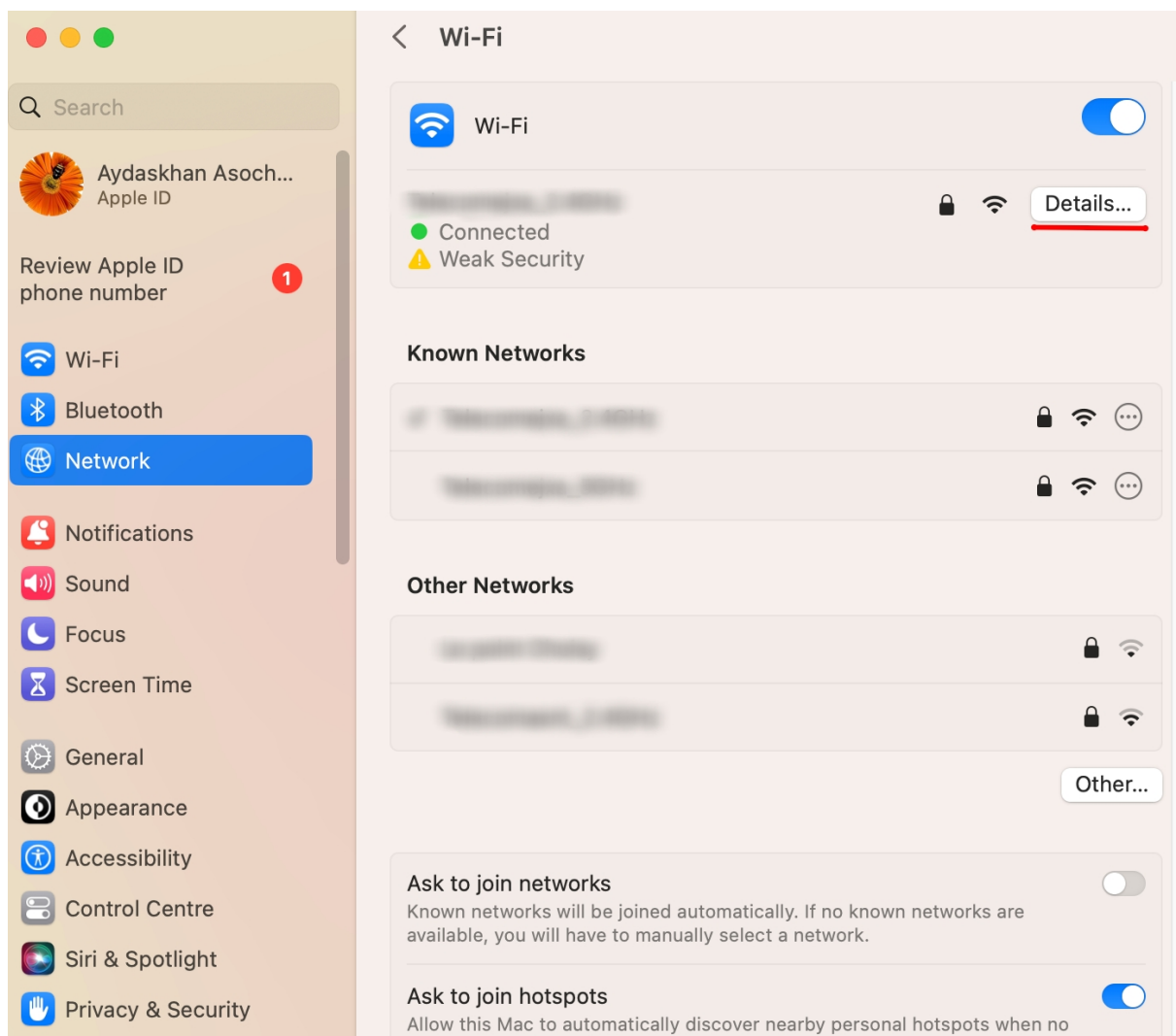
1. Temporarily disable firewall/antivirus application installed on the Mac according to its manufacturer's instructions. It's strongly advised to restart the Mac to apply changes. If disabling firewall/antivirus won't help, temporarily remove the application.
NOTE: Add Parallels Desktop application to firewall/antivirus exclusions so the issue won't happen again in the future.
2. If you have a proxy turned on in your Mac - turn it off at:

For proxy settings:

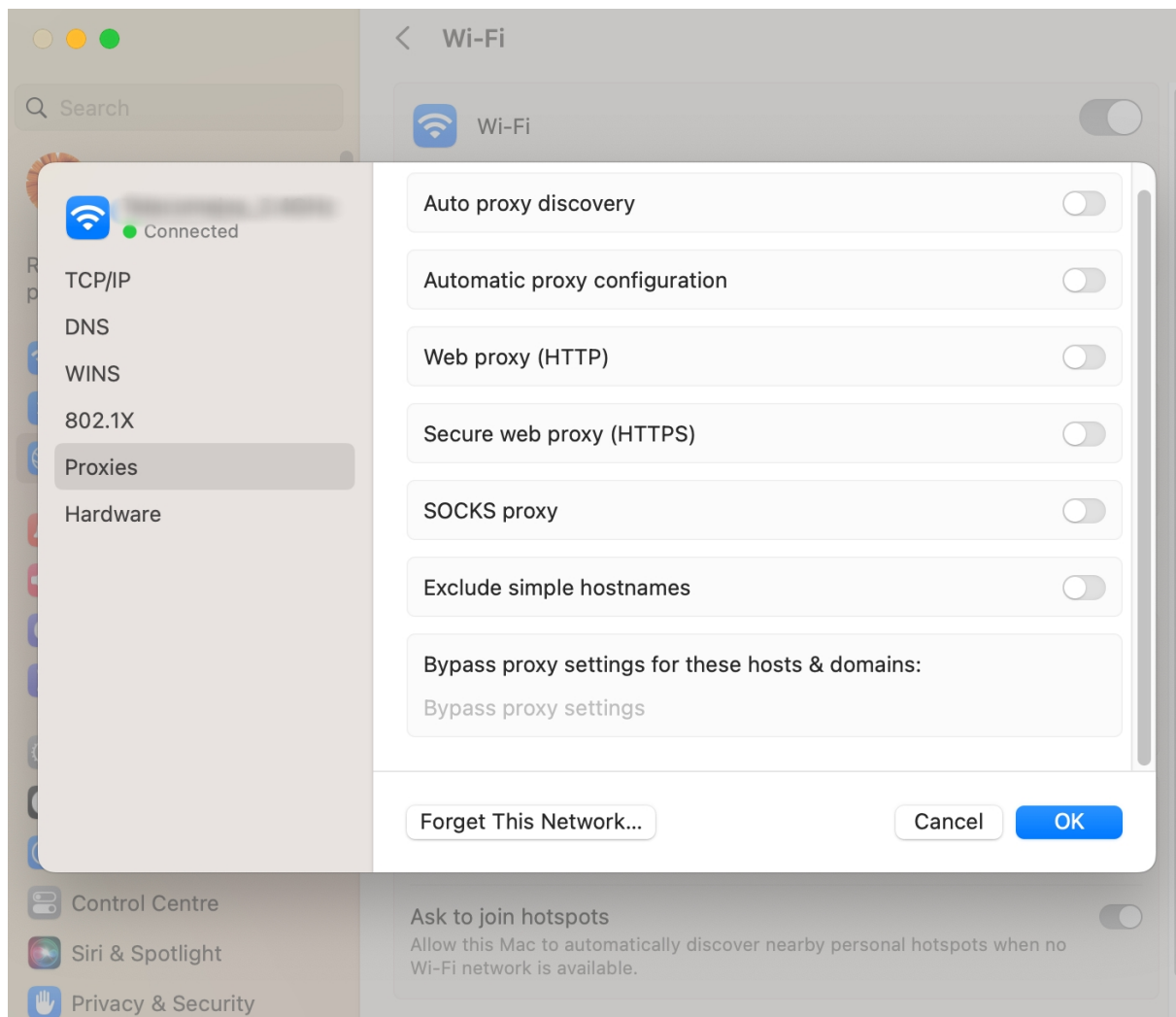
- 1) Please contact your system administrator for assistance.
- 2) Disable proxy in **System Settings - Network - Active connection**



- 3) Click **Details - Proxies**



4) Disable all the **Proxies**



5) Restart your Mac.

3. Open **Applications -> Utilities -> Terminal** and paste the command below as is and hit Return:

```
cat /etc/hosts
```

Examine the output for similar entries:

```
127.0.0.1      pdfm.blist.parallels.com
127.0.0.1      license.parallels.com 127.0.0.1      update.parallels.com
127.0.0.1      pdfm.vl.parallels.com
127.0.0.1      account.parallels.com
127.0.0.1      desktop.parallels.com
```

4. In case such entries are present in your hosts file, remove them. To do it:

In **Terminal** execute another command (copy and paste it into Terminal as is.):

```
sudo perl -pi -w -e 's/(?:[A-Za-z0-9-]+.?)*parallels\.com/#/g;' /etc/hosts
```

NOTE: You will need to enter your Mac password to run the command. No symbols will be shown due to security measures, so just hit the keys and use Return/Enter.

5. Close **Terminal** window and try registering Parallels Desktop again.