



Windows cannot access \\Mac\Home\Desktop error

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

Symptoms

Windows cannot access \\Mac\Home\Desktop notification pops up every time Windows virtual machine (VM) starts.

A similar error can appear but for the **Downloads** folder:

Cause

1. Incorrect configuration of shared folders driver.
2. Your macOS **Desktop/Downloads** folder location is not a default one.

By default, **Desktop** location is **/Users/your username/Desktop** where **/your username/** is the name of your Mac user account (e.g. **/Users/John/Desktop**). The same applies to the **Downloads** folder that is usually **/Users/your username/Downloads**.

Resolution

Fix incorrect driver configuration

1. Start Parallels Desktop. Do not start your virtual machine or shut it down if it is running.
2. Open virtual machine configuration > **General**. Make sure that the type of the virtual machine matches the type of guest OS installed.
3. Follow instructions from KB 4841 to **reinstall Parallels Tools**.

Fix Mac Desktop location back to default

1. Make sure that **Desktop/Downloads** folder is actually located in **/Users/your username/**
2. Start **Terminal** (**Finder** > **Applications** > **Utilities**) and execute the following command:

```
ls -la
```

- NOTE:** If you notice that your Desktop/Downloads folder is located in another directory, then one of the cloud storage applications changed the location of these folders. You may either disable Desktop/Downloads sharing with Parallels virtual machine (**VM configuration** > **Options** > **Sharing** > **Share Mac** > **Configure...** > uncheck **Desktop/Downloads** and click OK), or to revert Desktop/Downloads location to its original location using the instructions below.
3. Note the corresponding path to your original macOS **Desktop/Downloads** folder.

In this test case it is a link to the Dropbox location.

4. Move macOS **Desktop/Downloads** folder from the current path to its default location.

```
mv /Users/pdteam/Dropbox/My\ Mac\ \ (MacBook-Pro-parallels-2.local\)/Desktop ~/
```

???????The same applies to the **Downloads** folder.
