



Firewire/Thunderbolt device is not working in Parallels Desktop

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

Symptoms

My Firewire®/Thunderbolt® device is not working in a Windows virtual machine.

Cause

Unsupported device or its misconfiguration.

Resolution

Parallels Desktop supports the use of only mass storage Firewire®/Thunderbolt® devices directly in virtual machines.

NOTE: Firewire® to USB adapters are not supported in Parallels Desktop due to lack of compatibility with hardware and missed functionality.

Devices like scanners and printers can be used in Parallels Desktop via [Sharing features](#).

To find out how to use the external graphics card in Parallels Desktop, see [KB 124266](#).

Having the external sound card gives you an opportunity to share sound between Mac and Windows sides. Make sure to enable the following feature in [the virtual machine's configuration](#) > **Hardware** > **Sound** > **Sync volume with Mac**.

Some external displays that connected to the Mac via Thunderbolt® may appear in the **Devices > USB & Bluetooth** menu thus may be accidentally forwarded to the virtual machine directly rendering them unusable on the Mac side until disconnected or Mac rebooted. Go to Mac menu bar > **Devices > USB & Bluetooth** and make sure that your external display is not be checked in the list.

Additionally, check Parallels Desktop preferences for any permanent assignment of any Firewire®/Thunderbolt® devices to a virtual machine:

1. Click on Parallels Desktop icon (II) on the Mac menu bar > **Preferences...**
2. Go to the **Devices** tab and make sure that none of your Firewire®/Thunderbolt® devices are set to be connected to a virtual machine.
3. To change where to connect a device to, double-click on it under **Connect to** section and change assignment to **Your Mac**.
4. Close the preferences window and try using the device on the Mac side.

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