

Error: "Unable to connect to the Internet" when trying to download KAV, KIS or Mac Look

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

You are unable to download Kaspersky Antivirus for Mac, Kaspersky Internet Security or Mac Look because of the error message:

Unable to connect to the Internet.

Cause

- No Internet on Mac side
- Corrupted permissions for downloads destination folder

Solution

- Make sure Internet connection is working fine on Mac side
- If the issue still persists it means permissions on the **Downloads** folder have become corrupted.

Solution:

- Open Terminal application on Mac located in Applications/Utilities/
- Copy the command below as is and paste it into **Terminal**:

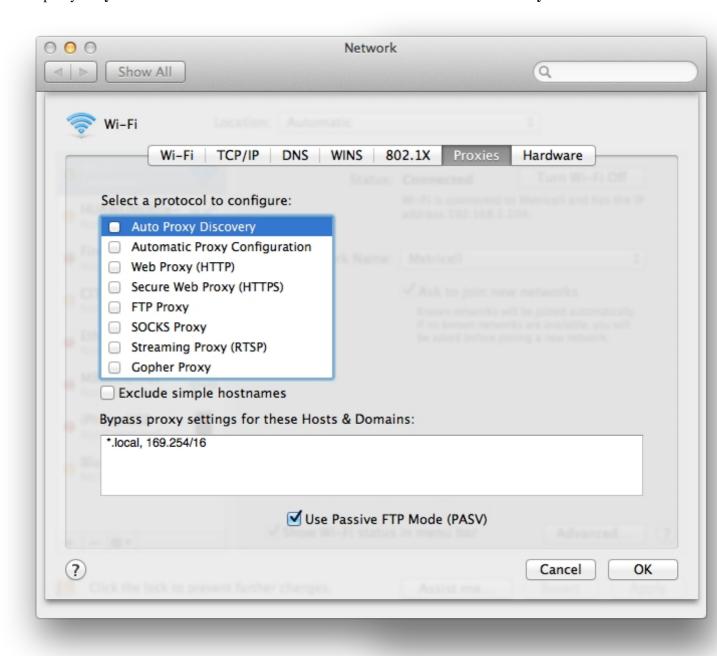
sudo chmod a+w /Library/Parallels/Downloads

- Press "Enter". You may need to enter your Mac password and hit return
- Try to download Kaspersky Antivirus for Mac, Kaspersky Internet Security or Mac Look

For proxy settings:

1) Please contact you system administrator for assistance.

2) Disable proxy in System Preferences - Network - Active connection - Advanced... - Proxy



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