

# 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 tim	e Windows virtual	machine (V	M)
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 <u>configuration</u> > **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 (<u>VM configuration</u> > **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.

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