

# Parallels Tools installation in Windows Virtual Machine fails at 15%

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition

## **Symptoms**

Parallels Tools fail to install at 15%

### Cause

Windows System misconfiguration

%temp% and C:\Windows\Temp folders do not exist

#### Resolution

- 1. Create %temp% and C:\Windows\Temp folders manually:
  - Open Windows Explorer and paste the following in the path bar ( for Windows 7-8.1):

%USERPROFILE%\AppData\Local\

- ♦ Check whether the *Temp* folder is present there. Create a new Temp folder if necessary.
- ♦ Open Windows Explorer and navigate to C:\Windows
- ♦ Check whether the *Temp* folder is present there. Create a new Temp folder if necessary.

*Important:* In some cases Temp folder is present in the C:\Windows folder but have incorrect permissions that prevent Parallels Tools installation.

- 2. Reboot Windows
- 3. Install Parallels Tools
- 4. Check Windows for viruses.

#### Related articles:

- Cannot install Parallels Tools
- Parallels Tools Troubleshooting

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