

Parallels Tools installation crashes at 15%, 20%, 24%

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

Symptoms

- If I launch Parallels Tools installation from **%temp%\PrlToolsPackages** using **setup.exe**, it gives me an error message "**Failed to create root enumerated device necessary to install Paravirtualization driver**"
- Parallels Tools installation fails at 15%, 20%, 24%.

Cause

Windows misconfiguration.

Resolution

- Please take a snapshot of your virtual machine (in Parallels Desktop menu bar go to **Virtual Machine** -> **Take snapshot**) before you proceed with the instruction below to be able to revert all the changes.
- Run the installation as Administrator after each step to check if the issue is resolved:
 - -- Go to Start, in the search box type **%temp**% and hit Enter (Return).
 - -- Open folder **PrlToolsPackages** > right-click **setup.exe** > **Run as administrator**.
- 1. Make sure that there is no conflict between temporary folders:
 - 1.1. Go to **Start**, in the search box type %temp% and hit **Enter** (**Return**).
 - 1.2. In the temporary folder locate and remove **prl_pv** folder.

Note: in Windows XP this folder can be called like {03EF0BF1-F313-4F79-B0B2-A2727E63035C}.

- 2. **Make sure that** driver installation is not prevented by Group Policy:
 - 2.1. Go to **Start**, in the search box type **gpedit.msc** and hit **Enter** (**return**).
 - 2.2. In Local Group Policy Editor please go to Computer Configuration > Administrative Templates > System > Device Installation > Device Installation Restrictions.
 - 2.3. Disable the policy **Prevent installation of devices not described by other policy settings**.

Note: some Windows 7 editions (Home Premium, Home Basic and Starter) don't come with Group Policy Editor. If you have one of these editions, skip this step.

- 3. Make sure that the old driver has correct permissions to be properly removed:
 - 3.1. Go to C:\Windows\System32\DriverStore\FileRepository\
 - 3.2. Locate **prl_pv*** driver folder. Try to enter it. If you receive an error message **You have been denied permission to access this folder** follow **Step 3.3** (if not, miss this step).

- 3.3. Right-click the folder > **Properties** > switch to **Security** > **Advanced** > switch to **Owner** > click **Edit** > in the **Name** list choose **Administrators** and tick **Replace owner on subcontainers and objects** checkbox > click **Apply** > **Ok**.
- 4. If the previous suggestion regarding the prl_pv folder(s) did not help, please try using **DPInst**:
 - 4.1. Download **dpinst.exe** (or **dpinst64.exe** for 64-bit Windows) and place it somewhere you can access it inside Windows.
 - 4.2. Open Command Prompt (in Windows, go to Start menu and find Command Propmt).
 - 4.3. Type:

```
cd /d <path to directory with dpinst>
```

- 4.4. In Windows Explorer, open C:\Windows\system32\DriverStore\FileRepository folder.
- 4.5. Multiple driver folders will be shown. Locate **prl_pv*** folder (there may be more than one):
- 4.6. Enter this folder.
- 4.7. In Command Prompt window, type:

```
dpinst /d /u
```

or dpinst64 for 64-bit Windows.

- 4.8. From the Windows Explorer window, drag the .inf file from prl_pv folder onto the Command Prompt window so that it writes the path automatically:
- 4.9. Press Enter. A confirmation window may appear press Yes.
- 4.10. Repeat steps 4.6. to 4.9. for every prl_pv folder found.
- 4.11. Reboot the virtual machine and attempt Parallels Tools installation again (you may also attempt to use **msconfig** to disable all 3rd party services and startup items as well as **isolating Windows from Mac** before rebooting).
- 5. **Make sure that** there is no conflict with Parallels Certificates:
 - 5.1. Go to **Start**, in the search box type **certmgr.msc** and hit **Enter** (**return**).
 - 5.2. Go to Certificates Current user > Trusted Root Certification Authorities > Certificates > locate and remove all entries of Parallels*.
 - 5.3. Go to **Certificates Current user > Trusted Publishers > Certificates >** locate and remove all entries of **Parallels, Inc.**
 - 5.4. Go to **Start**, in the search box type **mmc** and hit **Enter** (**return**).
 - 5.5. In the Console menu go to **File > Add/Remove Snap-in... >** choose **Certificates >** click **Add >** button > in the appeared window choose **Computer account** and click **Next > Finish**.
 - 5.6. Repeat **Steps 5.2-5.3**.
- 6. Try to reinstall Parallels Tools. If the installation still fails, copy the **prl_pv.sys** file manually:
 - 6.1. Check the Windows bit version **Start > Control Panel > System and Security > System**.

- 6.2. Go to **Start**, in the search box type %temp% and hit **Enter** (return).
- 6.3. In the temporary folder locate and open **prl_pv** folder.
- 6.4. If you have 32 bit version of Windows, open **i386** fodler. For 64 bit version, open **amd64**.
- 6.5. In seperate Windows Explorer window go to C:\Windows\System32\Drivers\, locate and rename **prl_pv*.sys** file to **prl_pv*.sys.old**.
- 6.6. Copy the **prl_pv*.sys** from temporary folder to C:\Windows\System32\Drivers.

Restart virtual machine, install Parallels Tools and remove the Snapshot (in Parallels Desktop menu bar **Virtual Machine** -> **Manage Snapshots**).

Note: If issue still persists, most likely, Windows has been corrupted. Please refer to this article to <u>repair Windows</u> installation.

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