

## Fix "Unable to start Parallels services"

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

# **Symptoms**

Parallels Desktop cannot be started: Unable to start Parallels services.

#### Cause

- Parallels Desktop cannot connect to one of the required services.
- There has been an authentication failure of system kernel extensions.
- Parallels Desktop cannot access system kernel extensions.
- macOS® operating system doesn't allow Parallels Desktop kernel extensions to load due to system policy.

Most often the behavior is caused by a macOS® misconfiguration causing incorrect folder permissions resulting in access errors.

# **Troubleshooting and Solution**

**Note:** The behavior has mostly been fixed in macOS® Big Sur and above. Therefore, as the very first step, it is advised to update macOS®, as described <u>here</u>. If it is not an option, the steps below may help fix it.

As a first troubleshooting step, please open Terminal (**Applications** > **Utilities** > **Terminal**) and execute the following command:

```
ls -Ol /private/var/db/ | grep 'restricted'
```

Check the command output, and if the resulting list is missing KernelExtensionManagement folder, then perform the following steps:

1. Restart your Mac into <u>macOS Recovery</u>. To do so, restart your Mac and hold down **Command+R** on the keyboard until the Apple logo appears on the screen.

9

**Note:** If you see a login window instead of the Utilities window, it's possible that you didn't press **Command+R** early enough. Restart your **Mac** and try again.

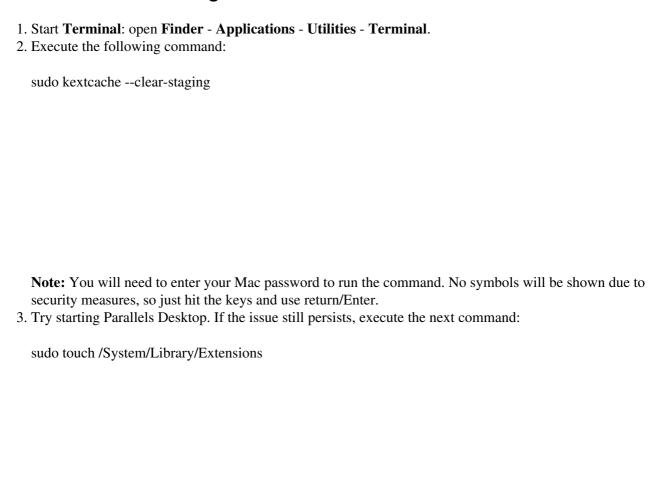
2. Once in Recovery, open **Disk Utility** and note the name of your Mac's main drive. By default, it's **Macintosh HD**.

3. Close Disk Utility and from the top menu bar click <b>Utilities &gt; Terminal</b> .
4. In Terminal execute the following command:  chflags restricted "/Volumes/Macintosh HD/private/var/db/KernelExtensionManagement"

Please note that if your Mac's drive is called anything other than **Macintosh HD**, you need to adjust the command accordingly.

5. Restart your Mac by clicking Apple logo > Restart...

#### **Advanced troubleshooting**



**Note:** You will need to enter your Mac password to run the command. No symbols will be shown due to security measures, so just hit the keys and use return/Enter.

- 4. Restart the Mac and try launching Parallels Desktop.
- 5. If the issue still persists, restart your Mac into <u>macOS Recovery</u>. To do so, restart your **Mac** and hold down **Command+R** on the keyboard until the **Apple** logo appears on the screen.

**Note:** If you see a login window instead of the Utilities window, it's possible that you didn't press **Command+R** early enough. Restart your **Mac** and try again.

6. From the top menu bar select **Utilities** and then **Terminal**.



- 9. To restart Mac into normal mode execute the command reboot or select Apple logo > Restart...
- 10. Try launching Parallels Desktop again.
- 11. If none of the steps above have helped, the only solution left is to reinstall macOS® from Recovery to update system files as per instructions from the <u>article</u>. By reinstalling macOS® from Recovery, only system files will be updated, keeping personal files and installed applications intact.

### **Using MDM for deployment of Parallels Desktop**

In case you install Parallels Desktop in Enterprise environment, <u>disable MDM or check its settings</u>. It may block extension installation if certain settings are enabled for Manageable profile.

To configure MDM profile for use with Parallels Desktop, refer to <u>Parallels Desktop for Mac Business Edition IT</u> Administrator's Guide (p.31)

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