



Capture Area Tool doesn't work on macOS Catalina

- Parallels Toolbox

Symptoms

I upgraded my macOS to Catalina and Capture Area Tool ceased to work.

Cause

Insufficient permissions for Parallels Toolbox.

Resolution

To resolve the issue give Parallels Toolbox the ability to record the screen in System Preferences:

1. Go to **System Preferences > Security and Privacy > Privacy**.
2. Select **Screen Recording** in the list on the left and then turn On checkbox near **Parallels Toolbox** item.

3. Once prompted click **Quit Now** button to apply changes.

4. Start Parallels Toolbox again.

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