



## **Error: "Unable to connect to the Internet" when trying to download KAV, KIS or Mac Look**

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

### **Symptoms**

You are unable to download Kaspersky Antivirus for Mac, Kaspersky Internet Security or Mac Look because of the error message:

Unable to connect to the Internet.

### **Cause**

- No Internet on Mac side
- Corrupted permissions for downloads destination folder

### **Solution**

- Make sure Internet connection is working fine on Mac side
- If the issue still persists it means permissions on the **Downloads** folder have become corrupted.

Solution:

- Open **Terminal** application on Mac located in **Applications/Utilities/**
- Copy the command below as is and paste it into **Terminal**:

```
sudo chmod a+w /Library/Parallels/Downloads
```

- Press "**Enter**". You may need to enter your Mac password and hit return
- Try to download Kaspersky Antivirus for Mac, Kaspersky Internet Security or Mac Look

### **For proxy settings:**

- 1) Please contact your system administrator for assistance.

2) Disable proxy in **System Preferences - Network - Active connection - Advanced... - Proxy**

