

# Parallels Access system extensions are blocked on macOS 10.13 High Sierra

• Parallels Access

### **Symptoms**

• When I start Parallels Access on macOS High Sierra I get the following warning:

**System Extension Blocked**. A program tried to load a new system extension signed by "Parallels International GmbH" and it was blocked. If you want to enable extensions from this developer, go to the Security & Privacy System Preferences pane.

#### Cause

macOS High Sierra 10.13 introduces a new feature that requires user approval before loading newly-installed third-party kernel extensions. Third-party kernel extensions (KEXTs) that were already present when upgrading to macOS High Sierra are granted automatic approval.

For more information please refer to the Apple's official tech note: <u>Technical Note TN2459</u>.

#### Resolution

Open **System Preferences > Security & Privacy > General >** click **Allow** next to the corresponding message:

## Why Parallels Access needs its own kernel extensions?

To deliver all Parallels Access features, such as capturing sound on a remote computer to transfer in to a mobile device, Game mode, etc., Parallels Access loads the following kernel extensions to macOS:

**com.parallels.virtualsound.kext** - Parallels Access Sound, creates a virtual audio driver that captures sound on remote computer and transfers it to connected mobile device. Also functions as a virtual driver for sending audio from mobile device's microphone into a remote computer.

**com.parallels.virtualhid.kext** — Creates a virtual driver for enabling Game Mode's virtual gaming controller feature.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.