

## <u>Unable to complete Parallels Access / Parallels Toolbox installation in Windows</u>

• Parallels Access

## **Symptoms**

I cannot install Parallels Access / Parallels Toolbox in Windows, it fails with the following error message:

Error 1303. The installer has insufficient privileges to access this directory:

## Cause

Vital Parallels Access / Parallels Toolbox installation components might be temporarily blocked by Google Software Reporter built-in telemetry service which is currently collecting information about installed applications on your computer.

## Resolution

- 1. Wait for Google Chrome's software\_report\_tool process to complete telemetry. **NOTE:** Sometimes this procedure may take up to 30 minutes or more.
- 2. Update Google Chrome manually, then launch Parallels Access / Parallels Toolbox installer again.

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