



Unable to complete Parallels Access / Parallels Toolbox installation in Windows

- 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.