Parallels Desktop for Mac and Mac OS X Snow Leopard

Q Are Parallels Desktop for Mac products and components compatible with Mac OS X Snow Leopard (v10.6)?
A. Yes. Parallels has tested our Parallels Desktop 4.0 for Mac and Parallels Desktop Switch to Mac products and determined that they are compatible with Mac OS X Snow Leopard. In fact, Parallels Desktop 4.0 for Mac and Parallels Desktop Switch to Mac run reliably and efficiently on Intel-based systems running Mac OS X Snow Leopard (v10.6) with optimal performance and user experience.

Q. Is Mac OS X Snow Leopard (v10.6) important to Parallels Desktop for Mac customers?
A. Yes. Mac OS X Snow Leopard (v10.6) —the latest version of Apple's operating system—delivers an even more productive computing experience and people considering switching to a Mac should do so now in order to benefit from the latest Apple operating system, running seamlessly side-by-side with their Windows files and applications.

Q. Will older versions of Parallels Desktop for Mac—such as Parallels Desktop 2.5 for Mac or Parallels Desktop 3.0 for Mac —support Mac OS X Snow Leopard (v10.6)?
A. Older versions of Parallels Desktop software were not included in our testing efforts. While these versions may install and run on Mac OS X Snow Leopard (v10.6), they were designed, tested and released to the public several years before this new operating system became available. The older versions of our software will not be updated to support Mac OS X Snow Leopard (v10.6). We recommend upgrading to the latest version of Parallels Desktop for Mac, Version 4.0.

Q. What are the benefits of upgrading to Parallels Desktop 4.0 and how much does it cost?
A. Parallels Desktop 4.0 for Mac is the fastest, most productive and widest adopted virtualization solution available today. We encourage our customer to take advantage of the enhanced and superior functionality of the latest version of Parallels Desktop and upgrade to Version 4.0. For our customers still using Version 2.5 and 3.0 there is a special upgrade price at US$ 39.99 (instead of US$49,99) available till September 30th 2009

Q Is Parallels aware of any major issues, bugs or odd user experiences when using Parallels Desktop 4.0 for Mac with Mac OS X Snow Leopard (v10.6)?
A. Parallels Desktop 4.0 for Mac is designed to perform to the very high standards of performance, stability and simplicity our users expect. As such, we rigorously test the product with any updates to the Mac OS. Our testing of Mac OS X Snow Leopard (v10.6) indicated that some users may experience issues with the software build 3844. **Parallels has released an update to Version 4, build 3846, which is available at** http://www.parallels.com/download/desktop/ and can be downloaded for free. We encourage our customers to do so today.

Q. Will Parallels release an update to its current product, Parallels Desktop 4.0 for Mac, build 3844, to address the issues found with Snow Leopard?
A. The latest build of Parallels Desktop 4.0 for Mac (3846) is available for download at http://www.parallels.com/download/desktop/. It addressed know

issues with Snow Leopard. Pls. check out the release notes at the same URL to learn more about the optimizations and enhancements of this build.

Q. **Will Parallels continue to test Parallels Desktop 4.0 for Mac and Parallels Desktop Switch to Mac on Mac OS X Snow Leopard (v10.6)?**
A. Yes. Parallels constantly refines its products to respond to customer need and deliver the highest quality performance, stability and reliability for its products. If you do encounter any issues, please report them at http://www.parallels.com/support/. Please note that we do not respond to submissions; however, we do closely review all the information we receive with the appropriate teams, and continue to test and monitor the user experience. Information on reported issues and fixes is published at http://kb.parallels.com/en/6637

Q. **Are the trial versions of Parallels Desktop 4.0 for Mac fully compatible with Mac OS X Snow Leopard (v10.6)?**
A. Yes. If a full version of a Parallels product is compatible with Mac OS X Snow Leopard (v10.6), the trial version of that product will also be compatible.

Q. **Will Parallels offer technical support for its Parallels Desktop 4.0 for Mac products and components running on Max OS X Snow Leopard (v10.6)?**
A. Parallels will support Parallels Desktop 4.0 for Mac software running with Snow Leopard according to its standard customer support policies. Older versions of Parallels Desktop for Mac software were not designed to run on Mac OS X Snow Leopard (v10.6), so you may experience issues installing and using the software. Visit www.parallels.com/support to check the Parallels knowledgebase for the latest information related to Mac OS X Snow Leopard (v10.6), and for detailed information about our complimentary and paid support programs.

Q. **What is Parallels' view on the impact of Snow Leopard for the Mac space?**
Parallels is really excited about the launch of Snow Leopard: this is a great development for us and our customers. Even more people should now consider switching from their old PC to Mac as Snow Leopard is the most sophisticated OS available today. Those that need Windows applications and are considering Windows 7 will be able to run the latest and greatest from both worlds seamlessly side-by-side on their Mac with Parallels Desktop 4.0 for Mac.

Q. **Will the tutorials in Parallels Desktop Switch to Mac Edition cover Snow Leopard?**
Parallels will make an update of its learning environment available.

Q. **Do you have any tips for upgrading from Leopard to Snow Leopard when using Parallels Desktop?**
If you're going to set up a fresh OS X Snow Leopard installation (not an upgrade), then don't forget to back up your existing data!

- Parallels Desktop 4.0 for Mac can easily be re-installed in about 10 minutes, but your virtual machine data will be lost along with the rest of your Mac files.

- If you have an external hard drive (or Time Capsule), make sure your important files are copied over so you can use the Time Machine browser to move them to your new setup later.
- Parallels Desktop 4.0 for Mac virtual machine (.pvm) files are located in your User/Documents/Parallels folder by default (you can also search for ".pvm" in your Finder)
    - o Just move or copy the .pvm file to a safe location.
    - o When you have the latest version of Parallels Desktop 4.0 for Mac installed on your new Snow Leopard setup, copy the .pvm file back into your User/Documents/Parallels folder and click on it to add it back to your virtual machine list.
- Before running an upgrade to OS X Snow Leopard, make sure all your applications are completely closed, including Parallels Desktop 4.0 for Mac.