



Migration error: "The migration could not be completed. An error occurred while migrating the disks."

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition

Symptoms

The following error message appears during the initialization procedure while preparing for migration (right after the **Migrate** button is pressed) or at the data transfer stage:

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The migration could not be completed; an error occurred while migrating the disks.
```

Cause

There are two reasons for this error:

1. Previous migration has completed incorrectly.
2. File system errors on the computer you are trying to migrate.

Resolution

1. On the physical PC: close Parallels Transporter Agent , perform a file system integrity check (see [this article](#) for Windows Vista and [this article](#) for Windows7) and start it again.
2. On the Mac side: close Parallels Wizard, and retry migration.
3. If the problem persists, on your Mac press the Report a problem button. On a remote PC, choose Report a problem from the Parallels Transporter Agent system menu.
4. Contact Parallels Support, explain the problem and provide reference numbers when possible.

Related article:

- [Troubleshooting issues related to migrating a PC to Parallels Desktop for Mac Virtual Machine](#)
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