## || Parallels<sup>®</sup>

# Error: Unable to complete the operation. This operation cannot be completed because the virtual machine is in the stopping or suspended state

• Parallels Desktop

## Symptoms

You get one of the following errors when trying to perform an action:

Unable to complete the operation. This operation cannot be completed because the virtual machine \"

#### OR

Unable to complete the operation. This operation cannot be completed because the virtual machine \"

### Cause

The error message means that one of your virtual machines is not in the proper state (started/stopped/suspended), and thus the operation cannot be completed.

## Resolution

1. Try changing the mentioned virtual machine's state. If it is started, stop it, and vice versa.

Go to the **Virtual Machine** menu (in Parallels Desktop® 9 and earlier) or to the **Parallels Desktop** menu > **Actions** (in Parallels Desktop® 10) and choose the appropriate state according to the situation:

2. If your virtual machine is frozen or appears to have stopped, but the error message tells you it is running, please terminate it by following the steps in <u>KB #6338</u>

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