



Error: An error occurred while switching to Coherence

- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition
- Parallels Desktop for Mac Standard Edition

Symptoms

When trying to switch to Coherence view mode I get the following error message:

An error occurred while switching to Coherence. Please try again.
If the problem persists, please contact the Parallels support team for assistance.

Cause

This may happen due to the following reasons:

- Antiviral software or Firewall inside your virtual machine are blocking access to Coherence tool for Parallels Desktop processes.
- Virus or malware inside your virtual machine are blocking access to Coherence tool for Parallels Desktop processes.
- Internal error in Coherence tool service.

Resolution

Do the following inside your virtual machine:

Antiviral software or Firewall:

1. Disable antivirus protection and Firewall.

- If the problem disappeared, try to add the following processes to the list of exceptions in your antivirus program:

coherence.exe (full path: *C:\Program Files (x86)\Parallels\Parallels Tools\Services\coherence.exe*)

pri_hook.dll (full path: *C:\Program Files (x86)\Parallels\Parallels Tools\Services\pri_hook.dll*)

- If you managed to do it, you may enable the protection back.
- If the problem is still there, check if you have ViPNet Client program installed in your virtual machine. Uninstall that program if you found it. ViPNet Client is a protective software which blocks Parallels Desktop services and provides no options to add certain services to exceptions.

Virus or malware:

1. Make sure you have no viruses. If you are not sure, check Windows using this utility by Dr.Web: [Dr.Web CureIt!](#)

- ♦ In case a virus has been found, remove Parallels Tools from **Control Panel > Add and remove Programs**, remove virus and [install Parallels Tools](#) back.

Internal error in Coherence tool service:

1. If the issue is still present, make sure that Parallels Coherence Service is running inside your virtual machine:

- ◆ Press **CMD + R** > type **services.msc** > Hit **Return/Enter**.
 - ◆ Find **Parallels Coherence Service** in the **Services** tab and make sure it is in running state.
 - ◆ If it is already running, try restarting it.
 - ◆ If it does not help, Shut down you virtual machine from **Actions > Shut Down**. Leave it in stopped state for a while and **Start**.
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Related articles:

[Cannot enter Coherence mode after upgrading to Windows 8.1](#)

[Cannot enter Coherence, it hangs with "Starting Coherence" spinning wheel](#)

[Unable to switch to Coherence mode](#)

#- INTERNAL -#

WARNING: this article is linked with PD Error Reporting. Do not modify this article without consulting with CPA Trainers.

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