

# "There is no operating system installed in this virtual machine" error message

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

# **Symptoms**

Trying to start the Virtual Machine you get the following error message:

"There is no operating system installed in this virtual machine. Please insert an operating system installed in this virtual machine.

## Cause

- The error message indicates that Windows Operating System is not installed in the Virtual Machine.
- Your Windows Installation disk or .iso file may be corrupted or non-bootable
- You did not connect an Operating System image of CD/DVD and started virtual machine installation

## Resolution

#### Option 1

- 1. Start Parallels Desktop.
- 2. On top MAC menu bar click on *File menu -> New ->* choose *Install Windows ->* Click *Continue* and follow the instructions.

**Note:** For more information you may follow the instruction in the KB article: <u>KB4729</u>

#### **Option 2**

Download another .iso file or get another original installation disk from manufacturer

**Note:** Original means that this iso file/DVD is not modified by 3rd party persons

#### Option 3

If you are not able to install from DVD (e.g. there is no DVD-ROM in MacBook Air) you may create an .iso image on other computer. Please refer to the following KB article: <u>KB4917</u>

#### **Option 4**

Connect your DVD/iso file:

- 1. In virtual machine Configuration go to Hardware > CD/DVD 1.
- 2. Make sure that **Connected** box is checked.
- 3. Specify the disk/image location in **Connect to:** box.

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