

Unable to use virtual machine with Multiple Monitors

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

You are unable to use your Windows Virtual Machine on Multiple Monitors:

• Windows does not detect multiple monitors.

Cause

Parallels Tools are not installed or are not functioning properly.

Resolution

- 1. Reinstall Parallels Tools using the instructions from KB 4841
- 2. Once Parallels Tools are reinstalled, right click on Windows Desktop -> choose **Screen Resolution**-> click **Identify** button, then make sure the *recommended* resolution is chosen.

Related articles:

- Unable to switch to Coherence with multiple monitors
- <u>Unable to switch to Coherence mode</u>
- Virtual Machine is not extended to the second display in Full Screen with 'Use all displays' option enabled

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