

# Unable to start the virtual machine as it is stuck in stopping state

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

## **Symptoms**

Unable to start the virtual machine as it is stuck in stopping state and does not go any further.

#### Cause

Parallels service is not working as expected.

### Resolution

To <u>force quit</u> the virtual machine process use **Activity Monitor** application:

- 1. On the Mac side, open **Activity Monitor** from /Applications/Utilities/
- 2. Find the following process:
  - in Parallels Desktop the process name is the virtual machine's name:

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4. Restart the virtual machine and check if you are able to boot it successfully.

If the issue still persists you may want to reboot your Mac

#### Related articles:

- Error: Unable to complete the operation.
- How to terminate a frozen virtual machine
- Boot Camp based virtual machine hangs in the stopping state

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