"Enter Coherence" option is grayed out

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

Symptoms

Unable to enter into **Coherence** mode because this option is grayed out.

Cause

- Outdated or corrupted Parallels Tools' components.
- One of Parallels Tools components (prl_cc.exe) hasn't been launched with Windows start.
- Conflict between Standard VGA Graphics Adapter and Parallels Display Adapter (WDDM) drivers.
- Incorrect disk permissions on the Mac.

Resolution

1. Make sure your virtual machine is not in Full Screen view mode. To enter Coherence mode you need to exit Full Screen first (**View > Exit Full Screen**) and then try to enter Coherence (**View > Enter Coherence**).
2. Make sure Parallels Tools are installed and up to date.

   The question mark on the right top corner of your virtual machine should not be present, if Parallels Tools are working properly.

   Otherwise, reinstall Parallels Tools.
3. Check if Parallels Coherence Service and prl_cc.exe process are running in Windows.

   If either **Parallels Coherence Service** or **prl_cc.exe** process is not running, apply the resolution steps from I can't copy/paste between the Windows virtual machine and the Mac article.
4. Confirm that Parallels Display Adapter (WDDM) is present in Device Manager.

   4.1 Press **CMD (Win) + R** buttons > in the appeared **Run...** window type in **devmgmt.msc** to open **Device Manager**.

   4.2 Expand **Display Adapters**, then right click on **Standard VGA Graphics Adapter** (**Microsoft Basic Display Adapter** in Windows 10) **> Uninstall** it.

   4.3 Reinstall Parallels Tools
5. Repair Disk Permissions on the Mac (applies to OS X 10.10 (Yosemite) or older versions):

   5.1 Shut down all virtual machines and quit Parallels Desktop application.

   5.2 Open **Disk Utility** (**Finder > Applications > Utilities > Disk Utility**).

5.3 Select Mac's hard disk (by default it is **Macintosh HD**) **>** **Repair Disk Permissions**.

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