

## Migration could not be completed

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

## **Symptoms**

Migration from a PC to a Mac fails soon after startup. An error message appears: **An error occurred while migrating the disks.** 

If you open the *parallels.log* file located in *C:\Windows\Logs* on the PC, you will find the following error messages:

```
Read from FS snapshot failed:
ERROR CODE: 0x0010c45a:0x0000;
DESCRIPTION: CRC error
Error: Failed to read next block from DA snapshot, error 0x8103251
Error: FS volume migration failed with error: 0x8103251
```

## Cause

Cyclic Redundancy Check (CRC) error. CRC errors appear when the transferred data is damaged.

## Resolution

- 1. Make sure you have the latest update of Parallels Desktop installed.
- 2. Make sure you have installed the latest version of Parallels Transporter Agent from the <u>Parallels website</u>.
- 3. Check all hard disks installed on the PC for errors:
  - ♦ Go to **Start > Computer**.
  - ◆ Right-click on each hard disk installed on the PC > Properties > Tools > Check Now > Check both check-boxes and click "Start".
  - ♦ Restart the PC.
  - Wait until your hard disks are checked for errors (it may take some time).
- 4. Start the migration again. Try to avoid using a Wi-Fi connection for the migration.

For more information on troubleshooting migration issues, please check KB 113269.

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