



Cannot start virtual machine: PRL_ERR_VM_GUESTMEM_FAIL error

- Parallels Desktop
- Parallels Access

Symptoms

- I am unable to start Windows virtual machine. It fails with an error message:
PRL_ERR_VM_GUESTMEM_FAIL

Cause

Inability to create the `.mem` file inside the `.pvm` package (*this file is needed to provide swap space to the virtual machine so it could store part of its memory on disk*).

This can be caused by:

- Incorrect permissions on virtual machine's file.
- Free disk space being too low.

Resolution

To fix permissions:

1. Launch Terminal.app
2. Execute the following commands:

```
sudo su
```

(you will be prompted to enter your Mac OS X password)

```
chmod -R -N _path-to-VM_
```

where *path-to-VM* is a destination to your virtual machine, e.g.

`/Users/parallels/Documents/Parallels/Windows\ 7.pvm`. In order to paste destination to terminal, please drag&drop virtual machine's `*.pvm` file into Terminal window.

Example:

```
chmod -R -N /Users/parallels/Documents/Parallels/Windows\ 7.pvm
```

3. Launch the virtual machine.

To free up disk space:

1. Open 'Disk Utility' on your Mac.
2. Check the available space on you main disk. **It should be above 10GB for normal operation.** If it is lower, delete the unnecessary files to make sure that the requirement is met.

3. Additionally, to make sure that permissions are not involved, **click Repair Disk Permissions** as shown above.
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