



An error occurred while switching to Coherence

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition 10

Symptoms

- Cannot switch to Coherence mode
- There is an exclamation mark in **Device Manager** in front of **Parallels Display Adapter: Windows has stopped this device because it has reported the problem (code 43)**.

Logs

```
[G] 07-17 14:28:42.711 W DYNRES_GUEST /prl_tools:1484:660/ Error retrieve information about guest display
[G] 07-17 14:28:42.711 W DYNRES_GUEST /prl_tools:1484:660/ Error occurred while set up guest display co
[G] 07-17 14:28:42.711 W DYNRES_GUEST /prl_tools:1484:660/ ===== DynRes transaction info =====
[G] 07-17 14:28:43.281 W DYNRES_GUEST /prl_tools:1484:660/ desired display configuration:
[G] 07-17 14:28:43.298 W DYNRES_GUEST /prl_tools:1484:660/ rect 0: head=0; [0;0] w=1280;h=778
[G] 07-17 14:28:43.298 W DYNRES_GUEST /prl_tools:1484:660/ guest displays list[full]
[G] 07-17 14:28:43.299 W DYNRES_GUEST /prl_tools:1484:660/ display \\.\\DISPLAY1 (StateFlags=0x0800
[G] 07-17 14:28:43.299 W DYNRES_GUEST /prl_tools:1484:660/ deviceId=ROOT\\BasicDisplay
[G] 07-17 14:28:43.299 W DYNRES_GUEST /prl_tools:1484:660/ DeviceKey=\\REGISTRY\\MACHINE\\SYSTEM\\Cont
```

Cause

Parallels Display Adapter is not installed properly.

Resolution

In order to resolve the issue, please do the following:

Note: Please take a snapshot of the virtual machine before performing the instructions: in the menu bar go to **Actions (Virtual machine in Parallels Desktop 9 and earlier) > Take a snapshot**.

Please do not forget to remove the snapshot afterwards: **Manage snapshot >** choose the latest one and click **Delete**.

Reinstall video adapter:

1. Go to **Start** menu in Windows and execute the following command:

devmgmt.msc
2. In Device Manager go to **Displays >** right-click on '**Parallels Display Adapter**' and choose '**uninstall**', also put a tick to uninstall it from Windows.
3. Wait till the resolution changes and reboot the virtual machine.
4. Repeat the 1st step again.
5. Right-click on **Standard Video Adapter** in Adapters list and choose '**Update driver software..**'
6. Choose '**Browse my computer for driver software**', specify path '**C:\\Program Files (x86)\\Parallels\\Parallels Tools\\Drivers**', click Next
7. Reboot the virtual machine after installation finishes and try to switch Coherence.

Also if Coherence mode still does not work and there is an exclamation mark in front of **Parallels Display Adapter** in **Device Manager**, please contact [Microsoft Technical Support](#) or reinstall Windows OS.

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