

## Sound does not work in Windows virtual machine

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

## **Symptoms**

Sound does not work in Windows virtual machine.

If I go to Device Manager (**Start** > in the search box type **devmgmt.msc**, hit **Enter** (**return**)) and expand **Sound**, **video and game controllers** I see **Parallels Audio Controller** without exclamation mark. This means that driver is properly installed:

If I go to **Start > Control Panel > Hardware and Sound > Sound** I see *Parallels Audio Controller* **Speakers** with green tick:

If I right-click *Parallels Audio Controller* **Speakers** and click **Test** the following error appears:

## Cause

Windows misconfiguration/corruption.

## Resolution

The current issue is not related to Parallels Desktop as Sound adapter works properly and necessary drivers are installed. Please contact Microsoft for the further assistance or <u>repair Windows installation</u>.

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