

Windows 10 Start Menu doesn't work in Parallels virtual machine

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

Symptoms

- I installed/upgraded my virtual machine to Windows 10, and now Windows Start Menu doesn't open up when I click on it.
- I cannot open Start Menu in my Windows 10 virtual machine;
- I have issues with Windows 10 overall performance.

Cause

Windows user profile corruption.

Resolution

- 1. In Windows 10 virtual machine create two new local user accounts. Instructions for creating an account are available here.
- 2. Sign in to each account, then sign out of all accounts.
- 3. Sign in to one of the new accounts again.
- 4. Open **Windows Explorer** and navigate to the following directory of the other new user account (not the one you're signed into).

C:\Users\<USERNAME>\AppData\Local\TileDataLayer\Database

NOTE: You may encounter error similar to error shown on picture below:

Please do the following in order to access necessary folder:

- ♦ Open Windows Explorer and go to C:\Users double click on desired user and click Continue.
- ◆ Click on address bar (the one with green bar filling it) and continue to enter address from Step 4.
- 5. Copy the contents of this folder into the equivalent folder of your main user account (which has issues).
- 6. When finished, please sign out of the new account and sign into your main account.
- 7. Check Windows 10 Start Menu, it should work. Delete the new user accounts as they are no longer needed.

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