



Migrated Windows virtual machine boots into the BSOD/System Repair screen

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

Symptoms

After the successful migration a Windows virtual machine boots into the Blue screen of Death (**BSOD**) or System Repair screen:

- STOP 0x7B - (Windows 7).
- INACCESSIBLE BOOT DEVICE - (Windows 10).

Cause

Conflicting drivers/interface configuration.

Resolution

NOTE: Before proceeding with the further actions please create a backup of the virtual machine .pvm bundle.

1. Launch Parallels Desktop but do not start a migrated virtual machine.
2. Open your virtual machine's configuration > **Hardware** > **Boot Order** and add the following string into the **Boot Flags** field:

```
vm.compat_level=2
```

3. Boot virtual machine in Recovery mode:

- Start the virtual machine;
- Wait once a Windows Recovery window appears:

- Press **F1** (if it doesn't work, try pressing it along with **Fn**) to enter Recovery Environment and then select the **Troubleshoot** option:

- Click the **Advanced options** button:

- In **Advanced Options** click on "**Command Prompt**":

4. Using the **Command Prompt** switch to `C:\Windows\system32\config` folder.

Note: in some cases, Windows can be installed on a drive **D:** or some other letter. It depends on your particular setting.

- To check where Windows is installed, execute:

```
diskpart
```

and then:

```
list volume
```

The output should be similar to:

You need to find the drive letter where **OS** is installed (from the example above, this is drive **E:**).

- Once you found the drive, change directory to the required folder:

```
E:  
cd Windows\System32\config
```

5. Load the **SYSTEM** registry hive:

```
reg load hklm\fix_SYSTEM SYSTEM
```

6. Launch **Registry Editor** to make necessary changes:

```
regedit.exe
```

and hit **Return** in order to start **Registry Editor**.

7. Find and edit the following registry key:

```
HKEY_LOCAL_MACHINE\fix_SYSTEM\ControlSet001\Control\Class\{4d36e967-e325-11ce-bfc1-08002be10318}
```

- in the right pane locate the value '**UpperFilters**' and set it to '**PartMgr**'.
- in the right pane locate the value '**LowerFilters**' and delete it.

NOTE: in some cases '**UpperFilters**' may have several values, some of them might be needful for system load. Such as '**gpt_loader**'. Such values also should be left.

ALSO, if your drive is encrypted by **PointSec** software, you should leave '**prot_2k**' value as well.

8. Repeat **step 7** for the following key:

```
HKEY_LOCAL_MACHINE\SYSTEM\ControlSet002\Control\Class\{4d36e967-e325-11ce-bfc1-08002be10318}
```

9. Close **Registry Editor**, return to **Command Prompt** and unload the **SYSTEM** hive:

```
reg unload hklm\fix_SYSTEM
```

10. Restart the virtual machine. Once you confirm that it boots fine, revert the changes performed in **step 2**.
