## || Parallels<sup>®</sup>

# Error message "Unable to connect to Hard Disk 1. There is no operating system installed" or "Out of disk space" when starting virtual machine

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

#### Symptoms

- Virtual machine starts with an error Unable to connect to Hard Disk 1. There is no operating system installed or Out of disk space
- Log /Library/Logs/parallels.log shows the following errors:
- Log <path\_to\_virtual\_machine\_name>.pvm/parallels.log shows the following errors:

#### Cause

Virtual machine is locked by the uchg/schg flags which prevent it from starting. To see if the file/folder is locked, right-click it in the **Finder > Get Info >** and check if the **Locked** checkbox is ticked.

NOTE: virtual machine can fail to boot if any file/folder within virtual machine .pvm bundle is locked.

### Resolution

- 1. In Mac OS X, open Finder, go to Applications folder > Utilities folder, and double-click Terminal.
- 2. To remove uchg flags paste the command below into Terminal as is (do not hit return yet):

sudo chflags -R nouchg

- 3. <u>Find</u> your virtual machine in Finder.
- 4. Drag <vm\_name>.pvm bundle into Terminal and drop it right next to sudo chflags -R nouchg

As result you will see something like this in Terminal window:

sudo chflags -R nouchg /Users/appleseed/Documents/Parallels/Windows\ 7.pvm/

Please note there should be a space between **nouchg** and /Users/....

Press **return** to execute the command. Enter your Mac administrator password when prompted (you will not be able to see the symbols you type) and hit **return** again.

5. Do the same to remove schg flags:

sudo chflags -R noschg <path\_to\_vm.pvm>

Terminal command should be similar to

sudo chflags -R noschg /Users/appleseed/Documents/Parallels/Windows\ 7.pvm/

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