

Virtual Machine crashes when running third-party applications

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

Symptoms

Virtual Machine crashes when running third-party applications.

Cause

Resource consumption.

Resolution

- 1. Start the Virtual Machine in Safe Mode:
 - ♦ In Parallels Desktop top bar go to Virtual Machine > Hardware > Boot order > check Select boot device on startup;
 - ♦ Start virtual machine and make its window active (click on it);
 - ◆ Press **F8** before the Windows screen appears;
 - ♦ On the Windows Advanced Option menu, use the arrow keys to select the Safe Mode, and then press Enter;
 - ♦ When working in the safe mode is finished you can disable **Select boot device on startup** (**Virtual Machine** > **Hardware** > **Boot order**).
- 2. Disable Startup items on Windows:
 - ♦ Start Parallels Desktop and Windows virtual machine;
 - ◆ Click on **Start** and type **msconfig** then hit **Enter**;
 - ♦ Click the **Startup** tab and click **Disable all**;
 - ♦ Restart Windows virtual machine.
- 3. Run Error Checking on Windows:
 - ♦ Start Windows virtual machine;
 - ♦ Click on **Start > Computer**;
 - ◆ Right/Option click on C > **Drive and select Properties**;
 - ◆ Select the **Tools** tab and click on **Error Checking**, put a check on **Automatically repair files** on the checkbox;
 - ◆ Run the **Repair**, you will be prompted to schedule the repair since C: Drive is currently mounted, select on **Schedule Disk Repair**;
 - Reboot Windows and wait for the repair to complete and reboot Windows one more time.
- 4. Tune Windows to ensure performance and stability by following the article: <u>How can I improve virtual machine performance on my Mac</u>

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