



Cannot create Bootcamp based VM: PRL_ERR_DISK_FILE_OPEN_ERROR (0x80021014)

- 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

Cannot create Bootcamp based virtual machine: **Failed to configure the Boot Camp partition's hard disk.**

A disk configuration error has occurred:

```
PRL_ERR_DISK_FILE_OPEN_ERROR (0x80021014)
```

Make sure that you have read/write permissions for the disk.

```
'/Users/<username>/Documents/Parallels/My Boot Camp.pvm/<name_off_hdd>.hdd'
```

Cause

Bootcamp disk is used by some process/subsystem on your Mac. This is either filesystem driver or another process like spotlight.

Resolution

1. Check the list with partitions:

- ◆ Launch **Terminal** (Applications/Utilities/Terminal) and type in:

```
diskutil list
```

2. Check which disk is used by Bootcamp. At this example it's **disk0s4**:

```
Microsoft Basic Data BOOTCAMP 101.8 GB disk0s4
```

3. Try to **unmount** the disk:

- ◆ Execute the following command in the **Terminal**:

```
sudo umount /dev/disk0s4
```

If disk unmounts successfully, please try to create Bootcamp based virtual machine again.

If not, please check which process uses the disk:

- ◆ In the Terminal window, please execute the following command:

```
sudo lsof | grep BOOTCAMP
```

4. Check the process in the output of the command, e.g:

```
test      1359    root      8r      DIR      1.4      2709    /Volumes/BOOTCAMP
```

5. Try to **stop/force quit** this process (in the example the disk is used by the process 1359. In order to stop the process execute the following command):

```
kill 1359
```

6. Create Bootcamp based virtual machine again.

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