



"The virtual machine processor was reset by the operating system." error message

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

Symptoms

The virtual machine processor was reset by the operating system. error message is shown when working with a Windows virtual machine:

Resolution

While Parallels Engineering Team is working on the permanent fix for this issue by disabling hybrid hibernation it's possible to temporary resolve the issue:

1. **Shut down** the Windows virtual machine and open its configuration.
2. Switch to the **Hardware** tab and choose **Boot Order** from the list.
3. Expand **Advanced Settings** dropdown menu and insert the following boot flag in the **Boot flags** section:

```
kernel.report_hibernate=0
```

4. Close the configuration window and start the Windows virtual machine.

Alternative Solution

1. Start **Parallels Desktop**.
2. Launch the Windows virtual machine.
3. Create snapshot: from the top menu bar select **Actions > Create snapshot**.
4. Press command button to bring **Start** menu and then type **cmd**.
5. You will see **Command Prompt** in suggestions, right-click on it and select **Run as Administrator**.

NOTE: Be sure that you run **Command Prompt** as **Administrator** or you will encounter the following error message:

6. In the **Command Prompt** type **powercfg -h off** and hit **Enter/Return**.
7. Check the behavior.

Workaround for Windows 7 virtual machines after installing Security Update for Microsoft Windows (KB4093118)

Due to the fact that the issue occurs immediately after log in to Windows has been performed to apply the changes below it's required to boot Windows in Safe Mode.

If after the issue has occurred Windows suggests to use Safe Mode do it and proceed directly to the step 9. Otherwise start from the beginning.

1. Open **System Preferences** on Mac > **Keyboard** and enable the option: **Use all F1, F2, etc. as standard function keys**.
NOTE: Otherwise it wouldn't be possible to use the **F8** key from the keyboard to enter **Advanced Boot Options**.
2. Launch Parallels Desktop and do not launch the virtual machine.
3. Open virtual machine configuration > switch to **Hardware** tab, then select **Boot Order** from the list.
4. Tick **Select boot device on startup** checkbox and close configuration window.
5. Start the Windows 7 virtual machine and immediately click inside the virtual machine window to transfer focus inside it.
NOTE: It may be required to perform a couple of attempts to do it. Repeat until succeeded.
6. Press **Esc** button on the keyboard, as a result the list of available boot devices will appear.

7. Press a button which corresponds to SATA 1 drive (in most of the cases it would be 2) and immediately start hitting **F8** (Function key).
8. The following screen called **Advanced Boot Options** will appear, select **Safe Mode** and hit Enter/return on the keyboard.

9. Log in to Windows and click on Start menu, then type **msconfig** and hit Enter/return on the keyboard.

10. On the appeared screen select **Services** tab then click on Service column header to adjust services by their names.

11. Locate **Windows Media Player Network Sharing Service** and uncheck it, then press **Apply** button.

12. After clicking OK button Windows suggest a restart to apply changes. Press Restart button.

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