



Unable to set custom resolution scaling in Windows virtual machine on Retina after upgrade to Parallels Desktop 12 for Mac

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 12

Symptoms

- I have upgraded to Parallels Desktop 12 for Mac, and now I cannot keep changes to scaling settings in Windows virtual machine. After I log in to Windows again, scaling is back to 200%.

Cause

To improve dynamic resolution of Windows virtual machine on Retina display in Parallels Desktop 12 for Mac, 'Best for Retina' option is now keeping the resolution scaling at 200%.

Resolution

If you want to manage resolution scaling settings in Windows virtual machine, please change resolution settings of the virtual machine to **Scaled** ([VM configuration](#) > **Hardware** > **Graphics**)

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.