Parallels Shared Profile notification pops up every time Windows virtual machine starts

- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Business Edition
- Parallels Desktop

Symptoms

- Parallels **Shared Profile** notification pops up every time Windows virtual machine starts.

Cause

- Windows misconfiguration.

Resolution

- **Method 1:**

  1. Take snapshot of your virtual machine by going to Mac menu bar > **Actions** > **Take Snapshot...**
  2. Download **sp_correct.reg**. Save it inside Windows virtual machine in the location where you would easily find it.
  3. Double click on the **sp_correct.reg** and apply registry changes.
  4. Restart your Windows virtual machine.

- **Method 2:**

  1. Start Parallels Desktop. Do not start your Virtual Machine or shut it down if it is running.
  2. Go to your Virtual Machine's **Configuration** > Security > disable **Isolate Windows from Mac** option.
  3. Start your Virtual Machine, **Start** menu > **Control Panel** > **Programs and Features** and uninstall Parallels Tools.
  4. Once Parallels Tools are removed, reboot Windows and install **Parallels Tools**.
  5. Repeat **step 2**, but enable **Isolate Windows from Mac** option this time.

- **Method 3:**

  1. Take snapshot of your virtual machine by going to Mac menu bar > **Actions** > **Take Snapshot...**
  2. Go to **C:\Program Files (x86)\Parallels\Parallels Tools\Plugins** and delete **SharedProfile.dll** file.

     Note: If a deny error message appears, end **prl_cc.exe** process in Task Manager (right-click on **Task Bar** > **Task Manager**). If you are still not able to delete the file, please proceed with the instructions below:
  3. Create a new folder inside of **Plugins** folder and move **SharedProfile.dll** file to it.
  4. Press **OK** on the pop up message to relogin.

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