

## "The virtual machine processor was reset by the operating system" notification appears upon attempt to shut down Windows 10 virtual machine

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

Note: This issue was fixed by Microsoft in Windows 10 <u>Insider Preview build 17713</u> and included to the released Windows 10 October 2018 Update (1809). Please make sure to <u>install all pending updates</u> in Windows.

## **Symptoms**

When trying to shut down the Windows 10 virtual machine the following notification appears:

"The virtual machine processor was reset by the operating system"

## Resolution

Start the Windows 10 virtual machine and proceed with the instructions below:

1. Click on the Start menu and start typing **Control**, then click on the suggested item **Control Panel** Desktop app

2. In the appeared <b>Control Panel</b> window, in the Search field on the right pane type <b>Power</b> (1) and then click on the suggested item <b>Change what the power buttons do</b> (2)
3. In the appeared window click on <b>Change settings that are currently unavailable</b>
4. Disable <b>Turn on fast startup (recommended)</b> (1) option and then click <b>Save Changes</b> button (2)

5. Restart the Windows 10 virtual machine to apply these changes.
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