

## Unable to resume a Windows virtual machine suspended in Parallels Desktop 14 or above after downgrading Parallels Desktop: The specified video memory size is invalid

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

## **Symptoms**

After suspending a Windows virtual machine in Parallels Desktop 14 or above and downgrading Parallels Desktop the virtual machine cannot be resumed.

**The specified video memory size is invalid.** The notification message appears upon an attempt to resume the virtual machine

## Cause

Video memory in the Windows virtual machine configuration in Parallels Desktop 14 or above was set to Auto.

## Resolution

To resume the virtual machine it is required to stop it and change video memory settings:

- 1. Start Parallels Desktop and do not try resuming the virtual machine.
- 2. Double-click on the virtual machine name in the Parallels Desktop Control Center to open its window.
- 3. From the top menu bar **Actions** menu select **Stop**.

4. Then from the same <b>Actions</b> menu select	Configure or use	other ways to acce	ess the virtual machine
<u>configuration</u>			

5. Go to Hardware - Video and change Memory to a required value.
NOTE: For most of the situations assigning 512 MB is more than enough. If multiple high-resolution displays are used it's required to assign 1 GB or even 2 GB if required.

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