

## Fix 'Access denied. You do not have the permission to use this virtual machine and perform any actions with it until you have the proper access privileges.'

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

## **Symptoms**

When trying to resume the virtual machine the error message appears:

**Access denied.** You do not have the permission to use this virtual machine and perform any actions with it until you have the proper access privileges.

## Cause

Incorrect user permissions for the virtual machine's file.

## Resolution

The following resolution methods apply for earlier versions than <u>Parallels Desktop 15.1.0</u>, for this exact version or newer please see <u>KB 124779</u>.

• .mem file is present

<u>Locate your virtual machine .pvm file</u> on the Mac > right click (double tap) it > **Show Package Contents** > look for the file with .mem extension, if it is there apply the resolution steps from  $\underline{KB\ 124779}$  depending on the scenario you are having.

