How to terminate a frozen virtual machine

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

Symptoms

It is impossible to stop/restart a virtual machine from the Parallels Desktop User Interface because all the buttons are grayed out.

Resolution

Note: if you run a virtual machine on a Mac with macOS 13, please check the list of known issues first.

If your virtual machine is stuck with a black screen, try performing the steps from KB 123094 first.

For other situations it's required to force quit the virtual machine process using Activity Monitor application:

1. On your Mac, open the **Activity Monitor** application from **Finder** -> **Applications** -> **Utilities** and find the following process:

   In Parallels Desktop the process name is the virtual machine's name:

2. Highlight this process, click **X** at the top left corner and choose the **Force Quit** option.

3. Restart the virtual machine.

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