

## Unable to install Windows: The unattend answer file contains an invalid product key

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Business Edition
- Parallels Desktop for Mac Pro Edition 11

## **Symptoms**

You are unable to install or upgrade Windows virtual machine because of the error:

The unattend answer file contains an invalid product key. Either remove the invalid key or provide a valid product key in the unattend answer file to proceed with Windows installation.

## Cause

This issue occurs because the installation media contains an unattended setup file with an embedded product key.

## Resolution

- 1. Interrupt installation by stopping Windows virtual machine.
- 2. Open the configuration of your virtual machine by right-clicking on the virtual machine icon in the menu bar at the top> **Window** > **Virtual Machines** list > click **Configure**.
- 3. Click the **Hardware** tab and select **Floppy Disk**.
- 4. Disconnect the floppy disk by clearing the **Connected** option, and click **OK** to save your settings.
- 5. Once the Floppy Disk is disconnected, restart your virtual machine and new installation attempt should start automatically.
- 6. In case disconnecting the **Floppy Disk** does not help please revert to **Hardware** tab, select the **Floppy Disk** and then click on button to delete the **Floppy Drive**.
- 7. Once the **Floppy Disk** is deleted, restart your virtual machine and new installation attempt should start automatically.

If the solution above does not help please also check the knowledgebase article: <u>116238</u>.

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