



Critical error when starting a virtual machine

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

You might open this article due to receiving the following error message:

The virtual machine cannot be started due to a critical error.

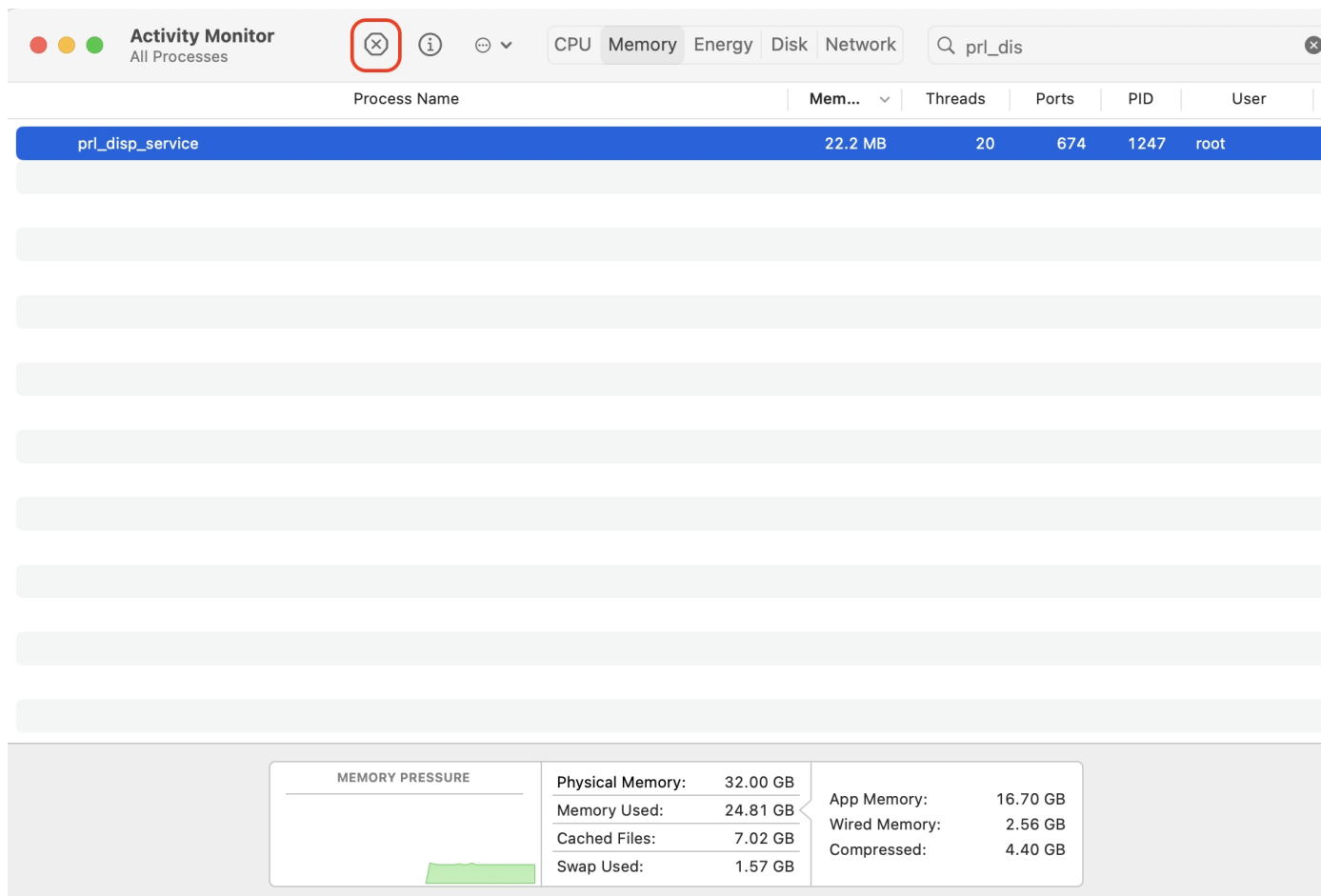
There might be a few reasons for the error message to show up:

1. prl_disp_service is stuck.
2. You use a non-genuine version of Parallels Desktop.

Note: in this case, your device may be at risk; your Mac may be exposed to malware and viruses, and your private data could be accessed, stolen and/or destroyed. In addition, a non-genuine copy of Parallels Desktop for Mac may not function correctly, and you might not have access to customer support or essential updates. To stay protected, [download](#) and install a genuine copy of Parallels Desktop for Mac.

Resolution

1. Quit Parallels Desktop.
2. Open Activity Monitor.app and make sure that *prl_disp_service* process is quitted. If not, click the **cogwheel** icon > select **Quit**.



3. Open Parallels Desktop and start the virtual machine.

Note: If the instructions above do not help, reinstall Parallels Desktop application. Download the installation image of your Parallels Desktop version [here](#).

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.