Unable to install Windows: The installation was canceled

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 9 and older

Symptoms

While trying to install Windows to your virtual machine it fails in one of the following ways:

1. The installation process hangs;
2. The installation fails because it is unable to find drivers for some devices;
3. The installation fails with one of the below error messages:

    - **"Windows could not collect information for `IMAGE_NAME.iso` since the specified image file `FILE_NAME` does not exist"**
    - **"No Device drivers were found. Make sure that the installation media contains the correct drivers"**
    - **"Make sure all files for installation are available and restart the installation"**

Cause

- This error may occur in case your Windows installation CD/DVD or ISO image has become corrupted
- CD/DVD disk could have some scratches, paint, or dirt on the surface. ISO image may not have been downloaded correctly

Resolution

Please find your installation method below to find the appropriate solution:

ISO image:

Try to re-download the ISO image and re-run the Windows installation.

CD/DVD:

- You may try to **clean** your CD/DVD disk surface.
- If no physical corruption is visible, please try to create **ISO** file using your Windows installation **CD/DVD** disk, please follow the instructions in the following Knowledge Base article 4917.
- In case the above solutions do not help, please contact **Microsoft Support team** with your License information. They will provide you with download link to Windows installation files.

NOTE: If you have the following error message:

```
The unattended answer file contains an invalid product key.  Either remove the invalid key or provide a
```

Please refer to the article KB 6955 for resolution.

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