

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: [116238](#).
