

ERROR: Unable to add the virtual machine in %1

• Parallels Desktop for Mac Standard Edition

Symptoms

You get the following message when trying to convert your virtual machine:

Unable to add the virtual machine in %1.

Cause

The above error appears when Parallels Desktop is unable to convert a virtual machine to the new version because there are snapshots in that virtual machine.

Resolution

- 1. Try installing the previous version of Parallels Desktop:
- Re-install Parallels Desktop using your old DMG installation file or the installation CD/DVD.
- 2. Launch your virtual machine using the newly installed version of Parallels Desktop.
- 3. Open Snapshots Manager (go to Virtual machine > Manage Snapshots...).
- 4. Delete all the snapshots.

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