



## **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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