

## Unable to switch to Coherence with multiple monitors

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Business Edition

### Symptoms

Coherence view mode does not work. You get the following error:

```
Unable to switch to Coherence. The virtual machine display configuration could not be applied ...
```

### Resolution

1. Start virtual machine, go to **Start** in the search box type **devmgmt.msc** and hit Enter/Return.
2. Expand **Display adapters** and make sure that there is no exclamation mark on the icon and the adapter is called **Parallels Display Adapter**.

If these requirements are **not met**:

- ◆ Right-click the adapter **Uninstall**. If the pop-up appears, check **Delete the driver software for this device** and click **OK**.
- ◆ Restart virtual machine and reinstall Parallels Tools (in Parallels Desktop top menu bar go to **Virtual Machine Reinstall Parallels Tools**).

If these requirements are **met**:

3. In Parallels Desktop menu bar go to **View** and check **Use All Displays in Full Screen** option.
4. Switch the virtual machine into **Fullscreen** view mode.
5. Go to **Start** in the search box type **Control Panel** and hit **Enter (return)**.
6. Go to **Hardware and Sound Display Adjust Resolution** (on the left pane).
7. Click the additional monitors one-by-one, and in the drop-down **Multiple displays** menu select **Extend these displays** for each of the monitors.
8. Exit from **Fullscreen** view mode.
9. Enter **Coherence** view mode.

If the issue persists:

1. Switch virtual machine into **Window** mode.
2. Drag and drop the virtual machine window to the second monitor.
3. Enter **Coherence** mode.