

The virtual disk is corrupt

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

Symptoms

You start your virtual machine and receive the error message:

The virtual disk Hard Disk is corrupt. Please check it for errors.

Cause

A virtual hard disk may become corrupt for different reasons:

- after the kernel panic in Mac OS X;
- after the physical hard disk got damaged;
- after your Mac was shut down improperly (for example due to a power failure) and its file system became damaged.

Resolution

If you face this problem, try to detect and fix the virtual hard disk errors using the prl_disk_tool utility:

NOTE: We strongly recommend that you make a <u>backup</u> of the virtual machine before following the troubleshooting steps.

- 1. In Mac OS X, open Finder, go to Applications folder > Utilities folder, and double-click Terminal.
- 2. Paste the command below into Terminal as is (do not hit Enter yet):

```
prl_disk_tool check --hdd
```

- 3. <u>Find</u> your virtual machine in Finder. Right-click on the **.pvm** file of your virtual machine and choose **Show Package Contents**
- 4. Drag your WindowsXXX.hdd file into Terminal and drop it right next to prl_disk_tool check --hdd.

So as result you will see something like this in Terminal window:

```
prl_disk_tool check --hdd /Users/appleseed/Documents/Parallels/Windows\ 7.pvm/Windows\ 7-0.hdd
```

Please note there should be a space between --hdd and /Users/....

5. Press return and wait till this operation completes.

Operation progress 100%

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