



ERROR: Unable to connect Hard Disk

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition

Symptoms

The error comes up when starting the virtual machine:

Unable to connect to Hard Disk

Possible Reasons & Resolution

- *Failed operation with the virtual Hard Drive* Such operations with virtual hard drive like compressing, any actions with the snapshots or resizing the hard drive should never be interrupted. If one of these operations was interrupted in your case and you get the error message "Unable to connect to Hard Disk", please try to restart your Mac and restore your virtual machine from the backup (in case you use Time Machine or other utility for backing up data). If your virtual machine still doesn't start, run the `chkdsk` and see if it helps.
- *Mac force shutdown with Parallels Desktop virtual machine being on* Shutting down the Mac when one of your Parallels Desktop virtual machines is running can be of great harm for the virtual drive. If restarting doesn't help, try to restore your virtual machine from the backup.
- *The virtual machine migrated from the real PC doesn't start* The partition table is most probably corrupted. Please run `chkdsk`, `fixboot` and `fixmbr` commands to fix it.
- Your virtual machine's pvm bundle/file is synchronized to your cloud storage and hasn't been completely downloaded before your virtual machine is started. Please attempt to perform a complete download or move the pvm bundle to a directory/folder that's not connected to your cloud storage.
- A component of your virtual machine's pvm bundle got deleted by your antivirus program. Please check **Trash** and restore any related files.

If all of the steps above didn't help, most probably your virtual machine is corrupted. You may want to try to retrieve your data by mounting your virtual drive to a new virtual machine as a second one.