Unable to use CD/DVD ROM in Windows virtual machine

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

You are not able to use CD/DVD ROM in Windows virtual machine.

Cause

There may be several reasons for this issue:

- Device is not present is Virtual Machine Configuration.
- Device driver is not installed correctly.
- Device is not functioning properly.

Resolution

1. **Check the device's presence.**

   1.1. Start Parallels Desktop and **do not start** the virtual machine.

   1.2. Right-click **Parallels Desktop icon in the Dock** and open **Virtual Machines list** -> right-click on the virtual machine you need to modify.

   1.3. Click on **Configure** -> go to **Hardware** tab and select **CD/DVD 1** in the sidebar.

   1.4. If this device is absent, you can add it to Virtual Machine Configuration by clicking on the "+" and select **CD/DVD**.

   1.5. Enable the **Connected** option if you want the CD/DVD 1 drive to be automatically connected to the virtual machine on its **startup**.

   1.6. To emulate the virtual CD/DVD drive, you can connect one of the **real CD/DVD drives** on your physical computer or a CD/DVD image file to the virtual machine.

   1.7. Start the virtual machine and **check if CD/DVD works in VM**.
2. **Check the driver status.**

   2.1. Start Windows virtual machine, in Start menu search bar type devmgmt.msc and push Enter/ Return key.

   2.2. On the right pane click on [+] under CD/ DVD-ROM drivers, check if there is any yellow exclamation mark.

   2.3. Right click on the device that has the yellow sign and click **Uninstall drivers**.

2.4. On the top menu right click on device and click on **Scan for Hardware changes**.

2.5. Restart the virtual machine and check if CD/DVD-ROM works in VM.

NOTE: You may try to use **Microsoft Fix IT** utility: Your CD drive or DVD drive is missing or is not recognized by Windows or other programs.

3. **Try to re-add CD/DVD section in Configuration menu.**

3.1. Shut down the virtual machine and **do not quit Parallels Desktop** application.

3.2. Go to **Configure** -> **Hardware** tab and select CD/DVD 1 in the sidebar. Click on the **[-] sign** below.

3.3. Add the device back as it is described above in section 1.

3.4. Start Windows virtual machine and check if the device works fine.

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