MacBook Air freezes after waking up with Parallels Desktop running

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition
- Parallels Desktop for Mac App Store Edition

Symptoms

I am running Parallels Desktop virtual machine on MacBook Air. It is set to go to hibernation mode on closing the lid.

After opening the lid, it does not respond to any inputs and I am forced to restart Mac forcibly.

Cause

- **Outdated Mac update**.
- **Mac Filevault encryption issue**.

Resolution:

- Download and install the most recent Mac OS X update by clicking on **Apple logo > About this Mac > Software Update**..

- Make sure **Filevault** is **off**, if it is **on**, we recommend you to **decrypt** it by switching **Filevault off**.

  Go get to Filevault, open **System Preferences > Security & Privacy > Filevault**.

If none of the possible resolution steps helped, please contact **Parallels Support**.

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