

## Troubleshooting virtual machine startup issues

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

This article might be helpful in the following cases:

- Your Windows virtual machine (or another OS) no longer boots, and you cannot start it.
- You get an error message when you try to start your virtual machine (VM).
- You get a critical error message, or the virtual machine does not boot because of the Blue Screen of Death (BSOD).

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**Note:** if your virtual machine is stuck with a black screen, follow the steps from [KB 123094](#).

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### Cause

- Operating system is corrupted.
- A macOS-related issue (lack of free disk space, wrong permissions on Parallels Desktop files).
- A Parallels Desktop issue.

### Resolution

Before trying the solutions described here, we recommend that you search for a solution with the error message you get when you start your virtual machine: [kb.parallels.com](http://kb.parallels.com).

#### Error message on the startup of the VM or nothing happens

- If you get the “Access denied: you do not have enough rights to use this virtual machine” error message check [KB 5796](#). If you get the “hdd file is missing, corrupted, or used by other application” error message check [KB 4680](#).
- If you get the “Your virtual machine may run slow because virtualization support is disabled on your Mac” error message check [KB 111693](#).
- If you get the “Critical error when starting virtual machine on macOS” error message check [KB 9231](#).
- You cannot start the virtual machine because the Mac hard drive has errors. An error occurred while accessing the hard disk: PRL\_ERR\_DISK\_READ\_FAILED (820021029), errno=5 (input/output error). See [KB 112140](#) for more details.

#### Windows does not boot - it is stuck with no error message

- Your Windows virtual machine is stuck at this stage: “A disk read error occurred when starting Virtual Machine.” See [KB 112869](#).
- Windows is stuck at “Trying to boot from SATA drive...” See [KB 113342](#).

## Windows boots with a Blue Screen of Death (BSOD)

Such errors are hardware- or driver-related, causing the virtual machine to stop responding in order to prevent damage to the hardware or data. Check this [Microsoft page](#) to get it fixed.

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