



## "The password has expired" error message when logging into your Windows virtual machine

- Parallels Desktop for Mac Standard Edition

### Symptoms

When you start your virtual machine, you can see the message below even if you didn't assign any login password:

```
Your password has expired and must be changed.
```

### Cause

Standard Windows password reset request.

### Resolution

1. Do not enter any password and click OK;
2. This will prompt you to enter **old password**, **new password** and **confirm new password**;
3. Keep all the fields blank and push Enter key, this will start Windows virtual machine;
4. Go to **Start** menu > **Run** > type **control passwords2** and push **Enter**. For Windows 7 virtual machines use **control userpasswords2** command;
5. Un-check the option "**This computer requires a user name and password**";

1. Click on **Apply** and **OK**;
2. Restart Windows and it will not prompt for any password.