



## Unable to start virtual machine because one or more kernel components are for another version of Parallels Desktop

- Parallels Desktop for Mac Standard Edition 17 and older
- Parallels Desktop for Mac Standard Edition 10
- Parallels Desktop for Mac Standard Edition 11

### Symptoms

You are unable to start a virtual machine after upgrade of Parallel Desktop because of the error message:

### Resolution

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**WARNING:** We strongly recommend to backup your Virtual Machine prior to following the instructions below!

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- Launch Terminal application from Applications/Utilities
- Paste the commands into Terminal (one by one; hit return after pasting each command)

```
sudo su
```

(type your Mac user password (your Mac user should have Administrator's privileges) and hit return. You will not see characters while typing)

```
for pid in $(ps aux | grep "Parallels Desktop.app" | awk '{print $2}'); do echo kill -KILL $pid; done
for kext in $(kextstat | grep parallels | awk '{print $6}'); do kextunload $kext; done
rm /System/Library/Extensions/prl*
rm -rf "Parallels Desktop.app"
```

- Do the same to uninstall all Parallels Desktop 7 traces. Paste the below listed commands as is into Terminal (one by one; hit return after pasting each command).

Note: If the Terminal does not show any output after executing the command it means the command has been performed successfully. If you see 'No such file or directory' message it means this file or directory has been removed by the regular uninstaller and you may continue.

```
sudo launchctl stop com.parallels.vm.prl_naptd
sudo launchctl stop com.parallels.desktop.launchdaemon
sudo launchctl stop com.parallels.vm.prl_pcproxy

sudo kextunload -b com.parallels.kext.prl_hypervisor
sudo kextunload -b com.parallels.kext.prl_hid_hook
sudo kextunload -b com.parallels.kext.prl_usb_connect
sudo kextunload -b com.parallels.kext.prl_netbridge
sudo kextunload -b com.parallels.kext.prl_vnic
```

```
sudo kextunload -b com.parallels.filesystems.prlufs

sudo rm -rf /Library/Parallels
sudo rm -rf /Applications/Parallels\Desktop.app
sudo rm -rf /Library/LaunchDaemons/com.parallels.desktop.launchdaemon.plist
sudo rm -rf /Library/LaunchAgents/com.parallels.*
sudo rm -rf /Library/Python/*/site-packages/prlsdkapi
sudo rm -rf /usr/bin/prl_perf_ctl
sudo rm -rf /usr/bin/prlctl
sudo rm -rf /usr/bin/prlsrvctl
sudo rm -rf /usr/bin/prl_disk_tool
sudo rm -rf /usr/share/man/man8/prl*
sudo rm -rf /var/db/Parallels/Stats/ParallelsDesktop.*
sudo rm -rf /usr/lib/parallels
sudo rm -rf /Library/Filesystems/prlufs.fs

sudo rm -rf /Library/Preferences/Parallels
sudo rm -rf /Library/Logs/parallels
```

- Go to Applications --> Utilities --> Disk Utility, select your Mac Hard Drive and choose Repair Disk Permissions option.
- Restart your Mac.
- Now you may install Parallels Desktop:
  - ◆ to install Parallels Desktop 8 visit [KB 114623](#)
  - ◆ to install Parallels Desktop 9 visit [KB 116989](#)
  - ◆ to install Parallels Desktop 10 visit [KB 122647](#)
  - ◆ to install Parallels Desktop 11 visit [KB 123279](#)

## Cause

Parallels Desktop 7 kext files were not properly removed.

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