

Option 'Use all displays in Full screen' is gray and unavailable

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

- I have two displays and I want to run my virtual machine on both displays in a *Full Screen* mode.
- If I go to **View** menu (in the Mac OS X menu bar) option 'Use all displays in Full screen' is gray and unavailable.

Cause

There is no 'Display Adapters' in **Device Manager** (go to **Start** > right-click on **Computer** > **Manage** > **Device Manager**) and the proper drivers for *Parallels Video Adapter* are not installed.

Resolution

NOTE: We recommend you to take a snapshot before proceeding with further steps. To create snapshot please follow: [Working with snapshots](#)

After snapshot is created, please continue with the following:

1. Go to **Start** > **Control Panel** > **Display**
2. Open **Settings** > **Advanced** > **Adapter**
3. Check what video adapter is listed there (in this case it was VGA device)
4. Click **Properties** and choose **Resources**
5. Check the field: 'Conflicting device list' (e.g. "Intel(R) 82815 Processor to AGP Controller - 1131")
6. Go to **Device Manager**. Find conflicting device in the list (e.g "Intel(R) 82815 Processor to AGP Controller - 1131") and choose Uninstall
7. Right-click on **Computer** (at the top of the list) -> Scan for hardware changes.
8. Wait until Parallels Video Adapter is installed.
9. Restart the virtual machine.
10. Enter *Full Screen* mode.