



Missing files from Desktop and Documents in Windows virtual machine

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition

Symptoms

- I had several files on my Desktop/Documents, but after installing Parallels Tools I cannot longer find them.

Cause

Parallels Shared Folders tool is enabled, which synchronizes your Mac OS X Desktop with Windows Desktop (as well as other user profile folders like Documents, Downloads etc.)

- When synchronization is **enabled** the files on Windows Desktop are stored in **\psf\Home\Desktop** (which is your Mac OS X Desktop)
- When synchronization is **disabled** the files on Windows Desktop are stored in **C:\Users\Desktop** (inside virtual machine's hard drive)

Resolution

Please go to virtual machine configuration window: [How to get to the Virtual Machine's Configuration](#)

Enter **Options** tab -> **Sharing** for configuring shared profile.

You may either disable the profile at all by disabling '*Share Mac user folders with Windows*' or to choose which folders you want to be synchronized between Mac and Windows -> click 'Configure...'

After disabling shared profile please reboot Windows virtual machine. Your missing files will be shown on the Desktop.