|| Parallels[®]

Start menu does not work in Coherence mode

- Parallels Access
- Parallels Desktop for Mac Standard Edition

Symptoms

Unable to open Windows start menu in Coherence mode

I am unable to open any Windows interface (start menu/taskbar) when Windows virtual machine is running in Coherence mode. When I click on Windows 'Start' button nothing shows up.

I already tried solution from KB #118611 Unable to open Windows start menu in Coherence mode

Cause

Incorrect permissions for ~/Library/Parallels folder

Resolution

- 1. Shut down your Virtual Machine and quit Parallels Desktop
- 2. Go to Finder Go menu > Go to Folder
- 3. In the drop-down dialog type in:

~/Library

press GO button

- 4. You will be redirected into the hidden Library folder inside your home folder
- 5. Locate Parallels folder and move it to Trash or rename it to something like Parallels-old
- 6. Open your home folder and locate Applications and Applications (Parallels) folders.
- 7. Delete all folders from inside **Applications** folder that relate to your Virtual Machine (for example: **Windows 8 Applications** folder)

WARNING: Make sure you **do not** delete Mac OS X system Applications folder! 8. Delete the whole **Applications (Parallels)** folder

WARNING: Make sure you do not delete Mac OS X system Applications folder!

- 9. Start Parallels Desktop and your Virtual Machine. Wait for a minute or two until all necessary folders and files are recreated.
- 10. Switch to Coherence mode and try to activate Start menu.

Related articles:

Unable to open Windows start menu in Coherence

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