



Cannot Copy/Backup Virtual machine to or from external drive. **Error code -36**

- Parallels Desktop for Mac Pro Edition 12
- Parallels Desktop for Mac Standard Edition 12
- Parallels Desktop for Mac Business Edition 12

Symptoms

When attempting to copy-paste your Virtual machine's .pvm file to some other location (to/from the External Hard disk or another folder on the same Hard Drive) the error message shows up:

```
The Finder can't complete the operation because some data in "***.pvm" can't be read or writ  
(Error code -36)
```

Cause

The issue may occur if incorrect permissions were set to the .pvm bundle or some of the files inside it. Another possible cause for the issue is bad blocks on the hard drive your .pvm is located on.

We would recommend checking the macOS system log for I/O errors while attempting to copy the .pvm.

For more information, please contact [Apple Support](#) for help.

Resolution

We would strongly recommend you contacting [Apple Support](#) to recover your data.

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