

Unable to start the Virtual Machine after migration: it boots in a black screen

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

Windows XP virtual machine boots to Black Screen but I can start the Virtual Machine in a Safe Mode.

Resolution

In order to resolve the issue, please do the following:

NOTE: Please take a <u>snapshot</u> of the virtual machine before performing the instructions: in the menu bar go to Virtual machine -> Take a snapshot.

- 1. Please go to the your Virtual machine <u>Configuration</u> > Hardware > Hard Disk
- 2. Change the type from SATA to IDE
- 3. Start virtual machine, go to C:\Windows\System32\drivers and remove iastor.sys file

Cause

Intel AHCI controller driver (iastor.sys) is causing the problem

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