



## **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:

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

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1. Please go to the your Virtual machine Configuration > 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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