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## How to scan and repair Windows virtual machine if its system files are corrupted

• Parallels Desktop for Mac Standard Edition

#### Symptoms

- Windows performance is degraded.
- Parallels Tools installation fails.
- Virtual machine frequently crashes.
- I am unable to install application in Windows.

#### Cause

Windows file system/registry corruption.

### Resolution

- 1. Open Windows **Start** menu, in **Search** bar type **cmd**, right-click on the appeared **Command Prompt** application and choose **Run as Administrator**.
- 2. In **Command Prompt** execute the command below:

chkdsk /f /r

- 3. When asked to schedule checking disk, type **y**, and press "Enter" again. Reboot Windows and wait until the CHKDSK finishes checking the disk and fix the detected errors if such were found.
- 4. Open Command Prompt again as Administrator and execute the following command:

sfc /scannow

- 5. Wait for the scanning and the repairing processes to finish.
- 6. There is a chance you might get the following message at the end of the scanning procedure:

Windows Resource Protection found corrupt files but was unable to fix some of them. Details

It means that typical scanning/repairing utility is not enough to fix Windows files corruption, to be able to fix it, please **do not close Command Prompt** window and proceed with the instructions: 7. In **Command Prompt** execute the following commands one by one:

DISM /Online /Cleanup-Image /CheckHealth DISM /Online /Cleanup-Image /ScanHealth DISM /Online /Cleanup-Image /RestoreHealth 8. In case you have Windows installation media (CD/DVD disk or .iso image), please do the following:

- 9. Make sure Windows is connected to the **Internet**.
- 10. Insert CD/DVD or put an .iso file to the easiest location on the Mac to use it later.
- 11. From Mac top menu choose **Devices > CD/DVD**
- 12. If you use physical CD/DVD, choose CD/DVD drive from the list.
- 13. If you use .iso image, choose Connect image... and navigate to the image location.
- 14. Double-click it and check that it appeared inside Windows as drive D:
- 15. In **Command Prompt** execute the commands from step 7 one by one changed in the following way:

DISM /Online /Cleanup-Image /CheckHealth /source:wim:D:\sources\install.wim:1 /limitaccess DISM /Online /Cleanup-Image /ScanHealth /source:wim:D:\sources\install.wim:1 /limitaccess DISM /Online /Cleanup-Image /RestoreHealth /source:wim:D:\sources\install.wim:1 /limitaccess

where **D**: is the Windows installation image mounted in a virtual drive.

Wait until the operation is completed. This usually takes 20-30 minutes.

- 16. Restart the virtual machine.
- 17. If the situation did not change after the restart, the only thing left is to reset Windows.

If Windows updates fail to install, the operating system repair method from the official <u>Microsoft knowledge base</u> may help.

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