

An error occurred while switching to Coherence

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition 10

Symptoms

- Cannot switch to Coherence mode
- There is an an exclamation mark in **Device Manager** in front of **Parallels Display Adapter**: **Windows has stopped this device because it has reported the problem (code 43).**

Logs

```
[G] 07-17 14:28:42.711 W DYNRES_GUEST /prl_tools:1484:660/ Error retrieve information about guest display of [G] 07-17 14:28:42.711 W DYNRES_GUEST /prl_tools:1484:660/ Error occuried while set up guest display of [G] 07-17 14:28:43.281 W DYNRES_GUEST /prl_tools:1484:660/ ===== DynRes transaction info ===== desired display configuration:
[G] 07-17 14:28:43.298 W DYNRES_GUEST /prl_tools:1484:660/ guest display configuration:
[G] 07-17 14:28:43.298 W DYNRES_GUEST /prl_tools:1484:660/ guest displays list[full]
[G] 07-17 14:28:43.299 W DYNRES_GUEST /prl_tools:1484:660/ deviceId=ROOT\BasicDisplay
[G] 07-17 14:28:43.299 W DYNRES_GUEST /prl_tools:1484:660/ DeviceKey=\REGISTRY\MACHINE\SYSTEM\Configuration:

[G] 07-17 14:28:43
```

Cause

Parallels Display Adapter is not installed properly.

Resolution

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

Note: Please take a snapshot of the virtual machine before performing the instructions: in the menu bar go to **Actions** (**Virtual machine** in Parallels Desktop 9 and earlier) > **Take a snapshot**.

Please do not forget to remove the snapshot afterwards: **Manage snapshot** > choose the latest one and click **Delete**.

Reinstall video adapter:

1. Go to **Start** menu in Windows and execute teh following command:

devmgmt.msc

- 2. In Device Manager go to **Displays** > right-click on '**Parallels Display Adapter**' and choose 'uninstall', also put a tick to uninstall it from Windows.
- 3. Wait till the resolution changes and reboot the virtual machine.
- 4. Repeat the 1st step again.
- 5. Right-click on Standard Video Adapter in Adapters list and choose 'Update driver software..'
- 6. Choose 'Browse my computer for driver software', specify path 'C:\Program Files (x86)\Parallels\Parallels Tools\Drivers', click Next
- 7. Reboot the virtual machine after installation finishes and try to switch Coherence.

Also if Coherence mode still does not work and there is an exclamation mark in front of **Parallels Display Adapter** in **Device Manager**, please contact <u>Microsoft Technical Support</u> or reinstall Windows OS.

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