

## **Sound does not work in Windows virtual machine**

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 17 and older
- Parallels Desktop for Mac Standard Edition

### **Symptoms**

Sound does not work in Windows virtual machine.

If I go to Device Manager (**Start** > in the search box type **devmgmt.msc**, hit **Enter (return)**) and expand **Sound, video and game controllers** I see **Parallels Audio Controller** without exclamation mark. This means that driver is properly installed:

If I go to **Start** > **Control Panel** > **Hardware and Sound** > **Sound** I see *Parallels Audio Controller Speakers* with green tick:

If I right-click *Parallels Audio Controller Speakers* and click **Test** the following error appears:

### **Cause**

Windows misconfiguration/corruption.

### **Resolution**

The current issue is not related to Parallels Desktop as Sound adapter works properly and necessary drivers are installed. Please contact Microsoft for the further assistance or [repair Windows installation](#).

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