

Mac is slow after installing Parallels Desktop

- 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

Mac is running slower after installing Parallels Desktop.

Cause

There could be several reasons:

- Unsupported hardware
- A lack of hardware resources
- An incorrect resource allocation to the virtual machine

Resolution

First of all please check if your computer meets Parallels Desktop system requirements:

http://kb.parallels.com/en/122662 for Parallels Desktop 10

http://kb.parallels.com/en/117047 for Parllels Desktop 9

Then, if you suspect a lack of resources on your computer, please try to adjust virtual machine settings:

- Allocate less **RAM** for the virtual machine.
- Options tab -> Optimization -> Performance -> set to Faster Mac.

If you suspect an incorrect resource allocation to the virtual machine side, then you need to identify applications on Mac that may consume too much resources:

- Restart Mac and ensure that Parallels Desktop is not running
- Open Finder and go to Applications Folder > Run Activity Monitor
- Click on the CPU tab, this will display the process that consumes the most CPU in descending order.
- Observe which process consumes the most CPU usage and take note of the its name.
- If your Mac has low performance at this point, the issue is not related to Parallels Desktop.

Or

- While observing the Activity Monitor, start Parallels Desktop and Windows virtual machine.
- Once Windows start, observe how the processes on the Activity Monitor fluctuates and take note of the process name.
- Upon starting Windows virtual machine, right/option click on the Task Bar and select Task Manager.
- Select the Processes tab from the Task Manager and click on CPU, this will display the process that consumes the most CPU in descending order.
- Observe which process consumes the most CPU. Once you have identified it, you can quit that program by

selecting on it and clicking on End Process.

• Observe if Mac will freeze up at this point and how the Activity Monitor respond to the CPU usage.

If it is a resourse consumption:

Check the log messages in Console Utility:

Open **Finder** > **Applications** > **Utilities** > **Console** - If it is required click **Show Log List** - Select **All Messages** - In the search box type **i/o** - if it returns **disk0s2: I/O error**, your hard drive is corrupted and you need to contact Apple Support.

Also please check how much CPU usage is taken **prl_vm_app** process. If CPU amount is very high (>80%), please do the following:

- 1. First of all please check if any driver takes improper amount (>5000) of interruptions per second via this KB article
- 2. Make sure that your Virtual Machine configured to the best performance following this article.
- 3. Perform the test described in this KB article
- 4. Start the virtual machine and turn off Antivirus and Firewall software on the both sides: Mac and Windows.
- 5. Perform Selective Startup:

For Windows XP and Windows 7:

- Start virtual machine
- Go to **Start** > (for Windows XP: **Start** > **Run** >) in the search box type **msconfig** and hit Enter (return).
- In the System Configuration choose Selective startup and uncheck Load startup items. Click apply.
- In the Services tab UN-check Hide all Microsoft services, click Enable all, click Apply.
- Check **Hide all Microsoft services**, click **Disable all**, locate and check: **Parallels Coherence Service** and **Parallels Tools Service** (so 2 Parallels services should be checked), click **Apply**.
- In the **Startup** tab locate and check **Parallels Tools** (it can be called **prl cc**).
- Click **Apply** and reboot your virtual machine normally.

For Windows 8:

- Start virtual machine
- Go to **Start** > in the search box type **msconfig** and hit Enter (return).
- In the System Configuration choose Selective startup and uncheck Load startup items. Click Apply.
- In the Services tab UN-check **Hide all Microsoft services**, click **Enable all**, click **Apply**.
- Check **Hide all Microsoft services**, click **Disable all**, locate and check: **Parallels Coherence Service** and **Parallels Tools Service** (so 2 Parallels services should be checked), click **Apply**.
- In the **Startup** tab click **Open Task Manager**. Here disable all the processes except **Parallels Control Center** (it may be called **prl cc**).
- Reboot virtual machine.

Check the issue. If it does not help:

- 1. **Shut down** virtual machine, **open** virtual machine <u>configuration</u> > **Security Tab**, turn on **Isolate Windows from Mac** option.
- 2. Start virtual machine and check the issue.
- 3. <u>Contact Parallels Support team</u> if you still experience 'slow Mac performance' issue while using Parallels Desktop.

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