

An error occurred during a virtual machine operation. Problem ID: 51

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 11

Symptoms

- My Windows virtual machine (VM) randomly crashes while running.
- Parallels Desktop freezes along with the VM.
- I am not able to suspend the VM.
- I cannot create a snapshot of my VM.

Resolution

- 1. Shut down your virtual machine.
- 2. Open virtual machine's <u>configuration window</u> -> Hardware -> Graphics -> and assign 256MB of graphics memory.

Assign 512MB if your Mac has <u>Retina display</u> or you are running graphic-consuming applications in virtual machine (CAD, graphic designers, video games).

1. If your virtual machine still crashes, please contact the Parallels Support team for assistance: parallels.com/support/

NOTE: before contacting Support team please make sure to <u>send technical data</u> and save its ID number to be ready to provide it to the Support team which will help to investigate an issue.

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