Unable to create the snapshot. Problem ID: 53

- Parallels Desktop

Symptoms

- I am trying to create a snapshot but get an error message:

```
Unable to create the snapshot. Problem ID: 53
```

Resolution

Please try to create a snapshot again. If you still get this error message, please follow the below steps to resolve the issue:

1. Make sure you have at least 2GB of free disk space on the partition where the virtual machine is stored (`MacHD` by default). Visit this KB article for the details about Mac Disk Space Management.
2. Check permissions of the virtual machine bundle. Follow **Advanced Troubleshooting** part of KB5796.
3. Rarely, this error might occur when both the conditions below are true:

    - Require password for managing snapshot is enabled (VM configuration window **> Security** tab **> Manage Snapshots** option is chosen under **Require Password To:**)
    - **Notify me before snapshot creation** option is disabled (VM configuration windows **> Backup** tab **> Details...** of SmartGuard when it's enabled)

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.