

How to restore Windows OS to the working state?

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

Symptoms

How to restore Windows OS to the working state?

Description

System Restore helps you restore your computer's system files to an earlier point in time. It's a way to undo system changes to your computer without affecting your personal files, such as e?mail, documents, or photos.

Sometimes, the installation of a program or a driver can cause an unexpected change to your computer or cause Windows to behave unpredictably. Usually, uninstalling the program or driver corrects the problem. If uninstalling doesn't fix the problem, you can try restoring your computer's system to an earlier date when everything worked correctly.

For the additional information, please refer to this [article](#).

Resolution

Before proceeding with the System Restore, we recommend you to take a snapshot to have an ability to revert to the current VM state:

- In virtual machine menu bar: **Actions -> Take a snapshot**

There are 3 different ways to run System Restore. You should choose one that works for you:

1. The first case is for the situation, when you are able to boot Windows virtual machine and the issue happens after you login, e.g. virtual machine boots in the black screen with the mouse pointer or after booting there is only Desktop and nothing else, then you most likely will succeed in opening System Restore using the following instruction:

- ◆ In the virtual machine menu bar go to **Devices > Keyboard > Ctrl+Alt+Delete**.
- ◆ If after that you are able to see **Windows option screen**, then click on **Start Task Manager**. If nothing happens, then try case 2 or 3.
- ◆ In the **Task Manager** menu bar: **File > New Task (Run...)**.
- ◆ In the **Create New Task** window type **rstrui.exe** and click **OK**.
- ◆ For Windows XP use **%systemroot%\system32\restore\rstrui.exe** command.
- ◆ Close **Task Manager**.

2. This case applies when virtual machine doesn't boot in the Normal mode. In this case you should try

booting in the **Safe mode** following [this article](#). If you are able to boot in the Safe mode, then refer to **case 1** to open System Restore or do the following:

♦ Go to **Start > Control Panel > Recovery > Open System Restore**.
For **Windows XP**:

- ♦ **Start > All Programs > Accessories > System Tools > System Restore**.
3. When virtual machine does not boot in both: Normal and Safe modes, it's time to boot in the **Recovery mode**. Once you are in the Recovery mode, locate and run **System Restore**.

NOTE: there is not Recovery mode for Windows XP.

In the System Restore welcome screen hit **Next** button and choose the restore point, after it is selected, hit **Next > Finish** to start the process.

Once the system is restored, and the issue is resolved, remove the created snapshot:

- In virtual machine menu bar: **Actions -> Manage Snapshots > Select snapshot and click on Delete** button.

Please note that if your system is effected by a virus, then in 90% cases, System Restore will not help, as bad guys are aware of this feature and integrate their viruses in the restore backups as well.

© 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.