

Error message "Unable to connect to Hard Disk 1. There is no operating system installed" or "Out of disk space" when starting virtual machine

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

Symptoms

- Virtual machine starts with an error **Unable to connect to Hard Disk 1. There is no operating system installed** or **Out of disk space**
- Log `/Library/Logs/parallels.log` shows the following errors:
- Log `<path_to_virtual_machine_name>.pvm/parallels.log` shows the following errors:

Cause

Virtual machine is locked by the `uchg/schg` flags which prevent it from starting. To see if the file/folder is locked, right-click it in the **Finder > Get Info >** and check if the **Locked** checkbox is ticked.

NOTE: virtual machine can fail to boot if any file/folder within virtual machine .pvm bundle is locked.

Resolution

1. In Mac OS X, open **Finder**, go to **Applications** folder > **Utilities** folder, and double-click **Terminal**.
2. To remove `uchg` flags paste the command below into Terminal as is (do not hit **return** yet):

```
sudo chflags -R nouchg
```

3. **Find** your virtual machine in Finder.

4. Drag `<vm_name>.pvm` bundle into Terminal and drop it right next to `sudo chflags -R nouchg`

As result you will see something like this in Terminal window:

```
sudo chflags -R nouchg /Users/appleseed/Documents/Parallels/Windows\ 7.pvm/
```

Please note there should be a space between **nouchg** and `/Users/...`

Press **return** to execute the command. Enter your Mac administrator password when prompted (you will not be able to see the symbols you type) and hit **return** again.

5. Do the same to remove `schg` flags:

```
sudo chflags -R noschg <path_to_vm.pvm>
```

Terminal command should be similar to

```
sudo chflags -R noschg /Users/appleseed/Documents/Parallels/Windows\ 7.pvm/
```

6. Run the virtual machine.

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