

# Virtual Machine crashes when running third-party applications

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

## Symptoms

Virtual Machine crashes when running third-party applications.

## Cause

Resource consumption.

## Resolution

1. Start the Virtual Machine in Safe Mode:

- ◆ In Parallels Desktop top bar go to **Virtual Machine > Hardware > Boot order > check Select boot device on startup**;
- ◆ Start virtual machine and make its window active (click on it);
- ◆ Press **F8** before the Windows screen appears;
- ◆ On the **Windows Advanced Option** menu, use the arrow keys to select the **Safe Mode**, and then press **Enter**;
- ◆ When working in the safe mode is finished you can disable **Select boot device on startup (Virtual Machine > Hardware > Boot order)**.

2. Disable Startup items on Windows:

- ◆ Start Parallels Desktop and Windows virtual machine;
- ◆ Click on **Start** and type **msconfig** then hit **Enter**;
- ◆ Click the **Startup** tab and click **Disable all**;
- ◆ Restart Windows virtual machine.

3. Run Error Checking on Windows:

- ◆ Start Windows virtual machine;
- ◆ Click on **Start > Computer**;
- ◆ Right/Option click on **C > Drive and select Properties**;
- ◆ Select the **Tools** tab and click on **Error Checking**, put a check on **Automatically repair files** on the checkbox;
- ◆ Run the **Repair**, you will be prompted to schedule the repair since C: Drive is currently mounted, select on **Schedule Disk Repair**;
- ◆ Reboot Windows and wait for the repair to complete and reboot Windows one more time.

4. Tune Windows to ensure performance and stability by following the article: [How can I improve virtual machine performance on my Mac](#)

