



Unable to record videos with PlayON

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

Symptoms

Unable to record videos with PlayON, the recording process fails at random time points.

Cause

Insufficient number of CPU units assigned to Windows virtual machine.

Resolution

PlayON application requires quite a lot of Mac's CPU resources, please configure the virtual machine using the following recommendations:

1. Shut down Windows (**Actions > Shut Down**).
2. Open the virtual machine's configuration > **Hardware** > **CPU & Memory** > set **Processors'** number to at least **4**.

NOTE: If the maximum available number of CPUs in the configuration is only **2**, your Mac's hardware is underpowered for using PlayON.

If assigning 4 processors to Windows did not help and PlayON recording still fails, in **Hardware** tab find **Network** > set **Source** to **Bridged Network (Default Adapter)**.
