



"The virtual machine processor was reset by the operating system" notification appears upon attempt to shut down Windows 10 virtual machine

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

Note: This issue was **fixed by Microsoft** in Windows 10 [Insider Preview build 17713](#) and **included to the released Windows 10 October 2018 Update (1809)**. Please make sure to [install all pending updates](#) in Windows.

Symptoms

When trying to shut down the Windows 10 virtual machine the following notification appears:

"The virtual machine processor was reset by the operating system"

Resolution

Start the Windows 10 virtual machine and proceed with the instructions below:

1. Click on the Start menu and start typing **Control**, then click on the suggested item **Control Panel** Desktop app

2. In the appeared **Control Panel** window, in the Search field on the right pane type **Power** (1) and then click on the suggested item **Change what the power buttons do** (2)

3. In the appeared window click on **Change settings that are currently unavailable**

4. Disable **Turn on fast startup (recommended)** (1) option and then click **Save Changes** button (2)

5. Restart the Windows 10 virtual machine to apply these changes.

© 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.