"The operation failed. - To perform this operation, you must enter the host OS administrator's credentials" notification appears when starting a virtual machine

- Parallels Desktop for Mac Pro Edition 15
- Parallels Desktop for Mac Business Edition 15
- Parallels Desktop for Mac Standard Edition 15

Symptoms

When I start a virtual machine the following notification appears:

"The operation failed. - To perform this operation, you must enter the host OS administrator's credentials"

Resolution

1. From the top menu bar click on the virtual machine name and select **Quit.**
2. Depending on the virtual machine settings it will suggest either Suspending it or it will be stopped.
3. Go to the virtual machine configuration and unlock the virtual machine settings by pressing the lock button in the left lower corner.
4. After that start/resume the virtual machine.
5. If you want to keep virtual machine settings locked, temporarily disable Travel mode in the virtual machine configuration **Options > Travel mode** by selecting **Never** option.

© 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.