



Fix 'Access denied. You do not have the permission to use this virtual machine and perform any actions with it until you have the proper access privileges.'

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

Symptoms

When trying to resume the virtual machine the error message appears:

Access denied. You do not have the permission to use this virtual machine and perform any actions with it until you have the proper access privileges.

Cause

Incorrect user permissions for the virtual machine's file.

Resolution

The following resolution methods apply for earlier versions than [Parallels Desktop 15.1.0](#), for this exact version or newer please see [KB 124779](#).

- .mem file is present

Locate your virtual machine .pvm file on the Mac > right click (double tap) it > **Show Package Contents** > look for the file with .mem extension, if it is there apply the resolution steps from [KB 124779](#) depending on the scenario you are having.

- .mem file does not exist

If this file is missing in the .pvm bundle the only thing that left is to Stop the virtual machine forcibly to remove the corrupted suspended state.

On Mac menu bar find Parallels Desktop logo > **Actions** > **Stop**.

See [KB 5796](#) if you are having **Access denied. You do not have enough rights to use this virtual machine error** when trying to start the virtual machine.

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