

## Fix an Ubuntu virtual machine not starting after 20.04.4 or 21.10 update

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

After updating your Ubuntu virtual machine to version 20.04.4 or 21.10 you may encounter the following error message when booting:

EFI stub: Booting Linux Kernel...

EFI stub: EFI\_RNG\_PROTOCOL unavailable

EFI stub: ERROR: FIRMWARE BUG: kernel image not aligned on 64k boundary

EFI stub: ERROR: FIRMWARE BUG: Image BSS overlaps adjacent EFI memory reg

EFI stub: Using DTB from configuration table

EFI stub: Exiting boot services and installing virtual address map...

The issue has been fixed in the recently released Parallels Desktop 17.1.2 update.

Please download the update here.

And as a general rule, if you encounter an issue with a Linux machine (virtual or physical one) failing to boot after an update, a good temporary workaround is to boot using the previous version that is usually preserved by the system, by performing the following steps:

- 1. Run Linux.
- 2. Press Esc during boot.
- 3. Select "Advanced options for ...".

Use the ↑ and ↓ keys to select which entry is highlighted. Press enter to boot the selected OS, `e' to edit the commands before booting or `c' for a command-line. ESC return previous menu.

4. Select an earlier kernel and press Return.

Press enter to boot the selected OS, `e' to edit the commands before booting or `c' for a command-line. ESO return previous menu.

© 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.

Use the ↑ and ↓ keys to select which entry is highlighted.