

## **Error message "Hdd file is missing, corrupted, or used by other application" appears upon virtual machine startup**

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

### **Symptoms**

Error message "**Hdd file is missing, corrupted, or used by other application**" or "**Unable to connect to Hard disk 1**" appears upon virtual machine startup.

### **Cause**

Virtual Hard Disk of a current virtual machine can be missing or corrupted.

### **Resolution**

1. Missing Virtual Hard Disk.

Please check if the virtual Hard Disk is present in the **.pvm** bundle of the virtual machine. Open the following location in Finder:

```
/User/Documents/Parallels/Windows XP.pvm (virtual machine name can be different)
```

Or

```
/Users/Shared/Parallels/Windows XP.pvm
```

Right-click the **.pvm** file and choose "**Show package content**". In this bundle you should see the **.hdd** file, please refer to the screenshot below:

.

Please open virtual machine Configuration > **Hardware** > **Hard Disk** and check if the path to the virtual hard disk is correct.

2. Corrupted Virtual Hard Disk.

In order to recover corrupted Hard Disk please refer to the corresponding KB article below:

Repair the installation of Windows VM in Virtual Machine both ordinary and Boot Camp based: [5138](#).

How to repair Windows Vista/7 installation in a VM in both normal and Boot Camp Windows VMs: [5223](#).

---

© 2025 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.