

## "The password has expired" error message when logging into your Windows virtual machine

• Parallels Desktop for Mac Standard Edition

## **Symptoms**

When you start your virtual machine, you can see the message below even if you didn't assign any login password:

Your password has expired and must be changed.

## Cause

Standard Windows password reset request.

## Resolution

- 1. Do not enter any password and click OK;
- 2. This will prompt you to enter **old password**, **new password** and **confirm new password**;
- 3. Keep all the fields blank and push Enter key, this will start Windows virtual machine;
- 4. Go to **Start** menu > **Run** > type **control passwords2** and push **Enter**. For Windows 7 virtual machines use **control userpasswords2** command;
- 5. Un-check the option "This computer requires a user name and password";
- 1. Click on **Apply** and **OK**;
- 2. Restart Windows and it will not prompt for any password.

© 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.