No Internet connection in migrated Windows virtual machine

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 9 and older

Symptoms

I have migrated Windows from a real PC to a virtual machine and installed Parallels Tools inside it, but there is still no Internet connection and the network does not work at all. Additionally, video driver may not work and, as a result, Coherence and Dynamic Screen Resolution features do not work.

If you check Device Manager in Windows (to access **Device Manager**, go to **Control Panel > System and Maintenance > System > Device Manager**), under the Network adapters tree, you will find Parallels Network adapter with yellow exclamation mark on it. And if you double click on it or try to reinstall it, you will see the following error message:

```
"This device cannot find enough resources that it can use. (Code 12)"
```

Resolution

NOTE: Please take a snapshot of the virtual machine before performing the instructions: in Mac menu bar go to **Actions > Take a Snapshot**. Please don't forget to remove the snapshot afterwards: **Manage snapshot >** choose the latest one and click **Delete**. (For more information about snapshots please visit Working with snapshots)

1. Go to **Device Manager** (to access **Device Manager**, go to **Control Panel > System and Maintenance > System > Device Manager**)
2. Expand **"System Devices"**
3. Find the corresponding driver, (in our example - **"ATI PCI Express(3GIO) Filter Driver"**), right-click on it and select **Uninstall**.
4. Tick **"Delete the driver software for this device"** (**IMPORTANT**)

5. Reboot.
6. Check and make sure that the driver has been deleted.

   If it has not, start again from the Step 3.
7. If it has been deleted, reboot 1 or 2 more times and check if issue persists.
8. If it does persist, please reinstall Parallels Tools: in Mac menu bar go to **Actions > Reinstall Parallels Tools**.

   All other necessary drivers (like Ethernet and USB) should be installed automatically after few Windows restarts.

Cause

The issue is caused by one of these two drivers installed in your system:

ATI PCI Express(3GIO) Filter Driver

AMD PCI Express(3GIO) Filter Driver

It can be installed even if you do not use ATI/AMD hardware on your computer as it is provided with Windows Updates.

Those drivers take all available **IRQ resources** for system devices which is the reason why neither Parallels Network Adapter, nor Parallels Tools Device can be installed. Additionally, you may see the same error message on Parallels Video adapter and USB controllers.

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