# || Parallels<sup>®</sup>

# Cannot start Virtual machine. Problem ID: 44

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

### **Symptoms**

Error message:

'Unable to start the virtual machine. The virtual machine cannot be started. Problem ID: 44'

# Resolution

• Go to Virtual machine menu -> Stop or terminate (Force Quit) prl\_vm\_app (ParallelsVM) process in Activity Monitor; then restart your Virtual machine

#### Or

• Reboot your Mac

If that solution does not help please do the following:

- 1. In Parallels Desktop menu bar go to Window -> Virtual Machines List
- 2. Right-click on your Virtual machine and choose "Show in Finder"
- 3. Right-click on your Virtual Machine's .pvm bundle and choose "Show package contents"
- 4. Locate .sav and .mem files and delete them
- 5. Restart the Virtual Machine.

Warning: all unsaved data from your last Windows session will be lost.

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