



Unable to use a virtual machine with another Mac user account

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

Symptoms

A virtual machine can't be used with several Mac user accounts. After you log into **User 2** and launch a virtual machine on the **User 1** account, a virtual machine looks like:

At **User 1** account virtual machine launch is followed by the following notification:

"Unable to complete the operation for "Windows ". The virtual machine ID is invalid. To resolve the

Cause

Parallels Desktop misconfiguration.

Resolution

1. Log into your main user account.
2. Be sure that **Parallels Desktop for Mac** is quit.
3. Open the **Terminal.app** from **Applications > Utilities**.
4. In the **Terminal** window execute the following command :

```
sudo rm -rf /Library/Preferences/Parallels/
```

NOTE: No symbols will be shown due to security measures, so just hit the keys and use return/Enter.

5. Execute the command below in **Terminal**:

```
rm -rf ~/Library/Preferences/Parallels/
```

6. Now execute this command:

```
rm -rf ~/Library/Parallels/
```

7. Perform steps **2 - 5** for each user account you intent to use a virtual machine.
8. Login under another user account and add the virtual machine to Parallels Desktop Control Center (double click on the **.pvm** bundle).

NOTE: By default, shared virtual machines are located in the folder

```
/Users/Shared/Parallels
```

Related articles:

[How do I find my virtual machine on Mac?](#)

[How to share virtual machine with several user accounts on a Mac](#)

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