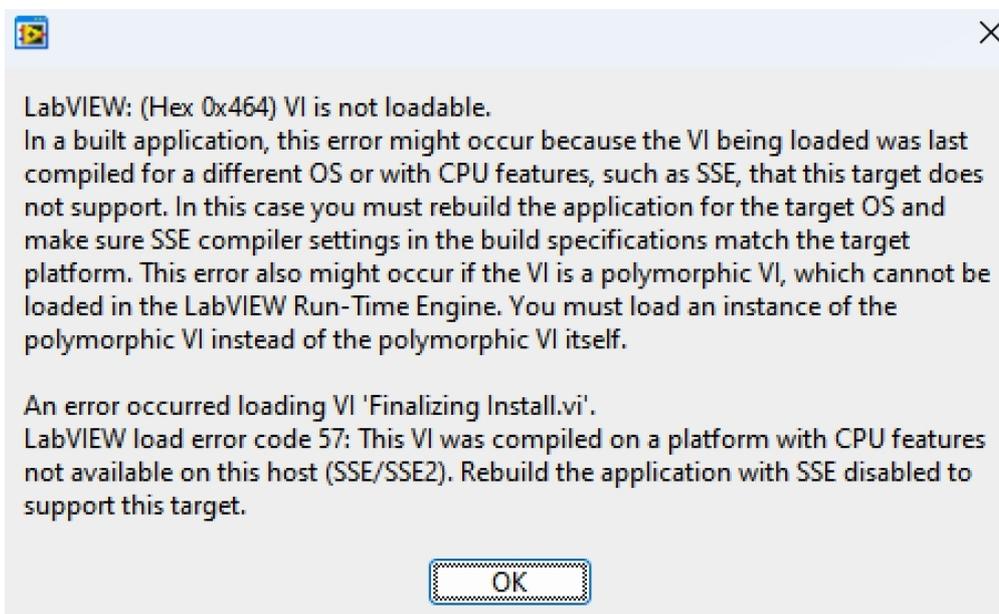


Fix the boot issues upon installing LabVIEW in Windows 11 with Parallels Desktop

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

We know that some of you might encounter the issue when installing the LabVIEW application in Windows 11 using Parallels Desktop on Mac computers with Apple Silicon. The installation might end up with the **Hex 0x464 VI is not loadable** error message:



If you click OK and continue the installation, the login field will appear. If you sign in to the app and **restart** the virtual machine, the virtual machine won't start after that.

This article is created to provide you with a workaround that can help you to address the boot issue.

Workaround

Windows 11 allows the installation of device drivers that were compiled for a different architecture.

In this particular case, the LabVIEW drivers from the installation package, are being loaded before the operating system (OS) drivers, and when that happens, you might get a Blue screen of death (BSOD) with the message “**INACCESSIBLE BOOT DEVICE**” when booting the virtual machine.

1. To fix this issue you'll need to start the virtual machine in recovery mode and then click on Advanced options > Troubleshoot > Advanced options > Command Prompt.

Automatic Repair

Your PC did not start correctly

Press "Restart" to restart your PC, which can sometimes fix the problem. You can also press "Advanced options" to try other options to repair your PC.

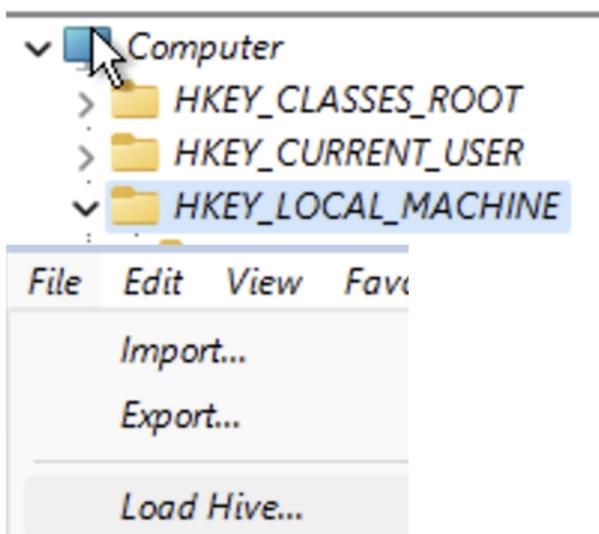
Restart

Advanced options

2. This will bring up the command line where you need to start the registry editor by running the **regedit.exe** command.

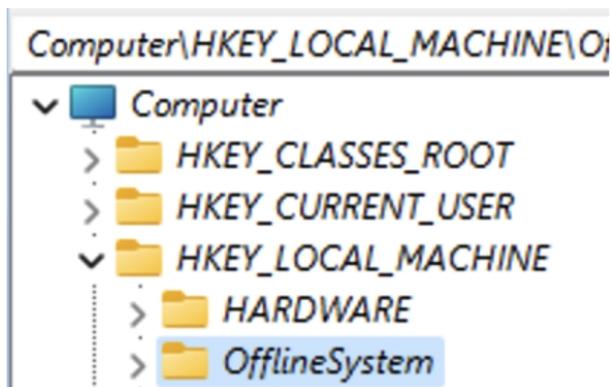
regedit.exe

3. Navigate to the system hive. Select the HKEY_LOCAL_MACHINE node and click on the menu item **File > Load Hive...**

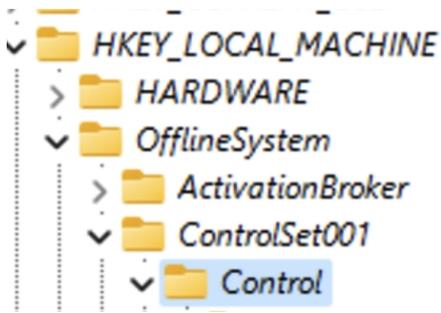


By default, the SYSTEM hive will be located at "C:\Windows\system32\config", but this path might be different, for example, if Windows is installed on a different drive.

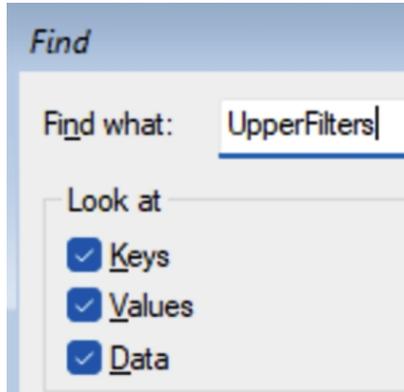
Give a unique name to the hive to be loaded, for example, "OfflineSystem".



4. Navigate to the key "HKEY_LOCAL_MACHINE\OfflineSystem\ControlSet001\Control".



5. Click F3 to search for the string “UpperFilters”.



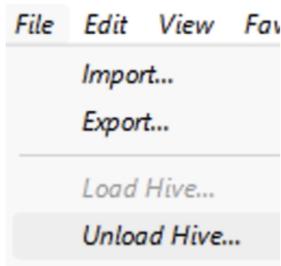
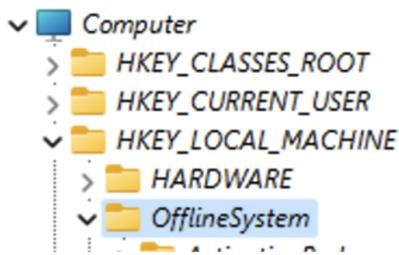
You will find several occurrences of this text (as a key), but only a few of them are problematic. Identifying what needs to be fixed might require some investigation and Windows knowledge, but normally for this issue the entry that you are looking for is this one:

Computer\HKEY_LOCAL_MACHINE\OfflineSystem\ControlSet001\Control\Class\{4d36e97d-e325-11ce-bfc1-08002be10318}			
	Name	Type	Data
>	{4d36e97b-e325-11ce-bfc1-08002be10318}		
>	{4d36e97d-e325-11ce-bfc1-08002be10318}		
>	{4d36e97e-e325-11ce-bfc1-08002be10318}		
>	{4d36e980-e325-11ce-bfc1-08002be10318}		
>	{4fc9541c-0fe6-4480-a4f6-9495a0d17cd2}		
>	{50127dc3-0f36-415e-a6cc-4cb3be910b65}		
>	{50906cb8-ba12-11d1-bf5d-0000f805f530}		
	(Default)	REG_SZ	(value not set)
	Class	REG_SZ	System
	ClassDesc	REG_SZ	@%SystemRoot%\System32\SysCl
	IconPath	REG_MULTI_SZ	%SystemRoot%\System32\setupap
	UpperFilters	REG_MULTI_SZ	nipbcfk nipcibrd

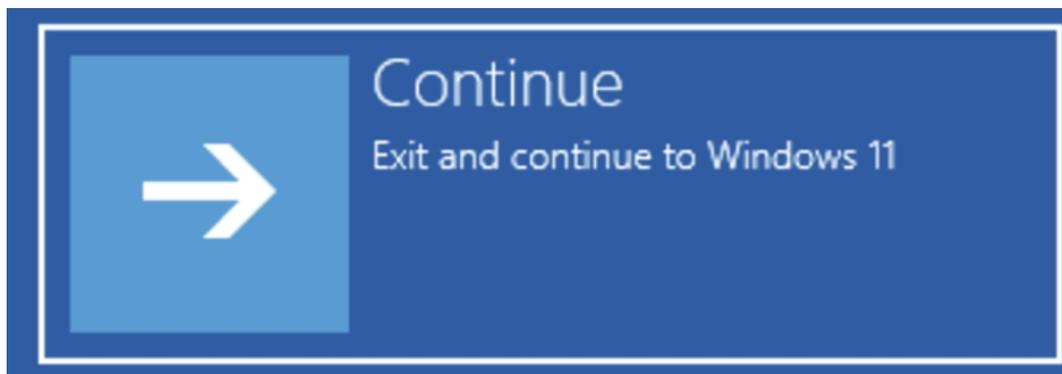
Basically, it’s telling Windows to load the “nipbcfk” and “nipcibrd” drivers before the system drivers for the same class. Since the drivers cannot be loaded, the virtual machine just stops with the BSOD.

6. To fix the issue we need to delete the “UpperFilters” key and repeat the same process for other problematic drivers.

7. After all keys are fixed, just unload the hive by selecting it and clicking on the menu item “File” > “Unload Hive...”.



8. Close all windows and select the option to continue.



The virtual machine should now load properly, but keep in mind that the drivers won't be loaded, and the LabVIEW software won't work as expected.

You might also need to look at the entries with the key "LowerFilters". Please check below for more information:

<https://learn.microsoft.com/en-us/troubleshoot/windows-client/performance/stop-error-7b-or-inaccessible-boot-device-trouble>

<https://learn.microsoft.com/en-us/windows-hardware/drivers/install/system-defined-device-setup-classes-available-to-vendors>

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