

## What to perform if you receive "Unable to connect to Hard Disk 1: Input/output error".

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

## **Symptoms**

**Important notice:** If you use Parallels Desktop 7 or 8 check this article: <u>112140 An error occurred while accessing the Hard Disk.</u>

On Windows startup you get the "Unable to access Hard Disk 1: Error ID: Input/output error":

When you are trying to make a copy of the .pvm file of your virtual machine you get the copy error "Error code -36".

## Cause

The sector of Hard Drive Disk where the data of the virtual machine is stored was corrupted. The problem is on the hardware level.

## Resolution

If you have a Time Machine backup copy on an external hard drive, try to restore the virtual machine from the backup. If you do not have a backup, the virtual machine is lost, but you can still retrieve the data from your virtual hard drive:

- 1. Create a new virtual machine, install Windows there.
- 2. In the configuration of the new virtual machine go to the configuration editor, add the hard drive image of the corrupted virtual machine as a second drive.

After the start of the new virtual machine, an additional hard drive image will appear as an additional labeled disk.

Copy all the necessary data to disk  $\mathbb{C}$ , untie the hard drive image in the configuration of the new virtual machine, and delete the .pvm bundle of the corrupted virtual machine.

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