



ERROR: Unable to save the configuration because it is invalid

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

Symptoms

Parallels Desktop displays the following error:

Unable to save the configuration because it is invalid.

Cause

This may happen if the MAC address in the virtual machine configuration is incorrect.

Resolution

1. Make sure your virtual machine is stopped;
2. Open your virtual machine configuration, go to **Hardware** tab -> **Network** > expand **Advanced Settings** drop-down menu:

3. Make sure that MAC address there complies with the following format:

XX:XX:XX:XX:XX:XX, where X is either a number from 0 to 9, or a letter from A to F, case-insensitive.

Example: 01:23:45:67:89:ab

See this Wikipedia article for more details: [MAC address](#).

4. If you are not sure or there is no difference in which adapter you have, you may press the **Generate** button on the right. It will generate a valid MAC address for your virtual machine.
