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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