Unable to compress virtual hard disk. The disk cannot be compressed because it is used by the virtual machine that is in Safe mode or Undo Disks mode, or has snapshots

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

Symptoms

Parallels Desktop displays the following error message when you are trying to compress virtual machine's hard disk:

```
"The disk cannot be compressed because it is used by the "*VM-name*" virtual machine that is in Sa
```

Cause

- Virtual machine's hard disk has snapshots
- Rollback mode option is enabled
- Virtual machine hard disk is corrupted
- Virtual machine hard disk has hidden partitions or unallocated space
- Virtual Machine was imported from Boot Camp

Resolution

Try to compress virtual hard disk after every single resolution step you take:

1. Make sure the virtual hard disk does not have Snapshots: go to **Actions -> Manage Snapshots..** and delete all snapshots.

2. Go to the virtual machine configuration **> Security** -> disable **Rollback Mode** option if enabled.

3. If your virtual machine was migrated from a real PC, make sure it does not have unallocated space. You may check it in **Windows Start menu > Control Panel > Administrative Tool > Disk Management**

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.