

Critical error when starting a virtual machine

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

You might open this article due to receiveing the following error message:

The virtual machine cannot be started due to a critical error.

There might be a few reasons for the error message to show up:

- 1. prl_disp_service is stuck.
- 2. You use a non-genuine version of Parallels Desktop.

Note: in this case, your device may be at risk; your Mac may be exposed to malware and viruses, and your private data could be accessed, stolen and/or destroyed. In addition, a non-genuine copy of Parallels Desktop for Mac may not function correctly, and you might not have access to customer support or essential updates. To stay protected, <u>download</u> and install a genuine copy of Parallels Desktop for Mac.

Resolution

- 1. Quit Parallels Desktop.
- 2. Open Activity Monitor.app and make sure that *prl_disp_service* process is quitted. If not, click the **cogwheel** icon > select **Quit**.

