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Parallels Software International, Inc.

# Parallels Explorer

## User Guide



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# Introduction

This chapter contains general information on Parallels Explorer and the present guide.

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## About Parallels Explorer

Parallels Explorer is an easy-to-use tool for organizing the contents of your Parallels and third-party virtual machines in Mac OS® X. It enables you to view and change data stored inside a virtual machine without even starting it. Also, you can exchange files and folders between your Mac and a powered off virtual machine. With Parallels Explorer, you can save your time and computer resources on routine operations. Parallels Explorer is provided as a part of the Parallels Desktop package and doesn't require separate installation.

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## About This Guide

This Guide is aimed at a wide range of users who want to use Parallels Explorer to organize the contents of their Parallels and third-party virtual machines.

### Notation Conventions

The table below presents the conventions used in this Guide.

Fonts	<b>This font</b>	Used for buttons, options, menus and menu commands, windows, and dialog boxes.
	<i>This font</i>	Used for keys, paths, and folder names.
	<i>This font</i>	Used for glossary items.
Type Styles	<b>Note.</b>	Used to emphasize the message.
	<b>Tip.</b>	Used to advise you on process enhancement.

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## Getting Help

Parallels Explorer offers several options for accessing necessary information:

- Parallels Explorer User Guide. This document contains extensive information about the product, its usage and troubleshooting. The Guide is located in the Parallels Desktop folder. Default location is `Applications/Parallels/`.
- Parallels web site <http://www.parallels.com>. Explore the Support web page that includes product help files and FAQ section.

# System Requirements

On Macintosh® computers, Parallels Explorer is installed automatically during Parallels Desktop installation. The system requirements are based on those for Parallels Desktop.

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## Hardware Requirements

Parallels Explorer hardware requirements are listed in the following table:

Computer	Intel-powered Core™ Duo or Core™ Solo Mac® Mini, iMac®, MacBook™, MacBook Pro or Mac Pro.
System Memory	Minimum 768 MB of RAM. 1 GB of RAM recommended.
Free Hard Disk Space	40.5 MB required for Parallels Desktop. 15 GB or more recommended for storing virtual disks.
Optical Drive	CD-ROM and/or DVD-ROM drive.
Network Device	Ethernet adapter for browsing virtual machines stored remotely. FireWire adapter for browsing virtual machines on external storage devices.

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## Software Requirements

Parallels Desktop with Parallels Explorer supports Mac OS® X 10.4.6 or later.

To check your Mac OS X version number, choose **Apple -> About This Mac** from the menu bar.

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## Supporter File Formats

Parallels Explorer supports the following formats:

- HDD and PVS by Parallels
- VMDK and VMX by VMware®
- VHD and VMC by Microsoft®.

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## Supported File Systems

Parallels Explorer supports the following virtual disk file systems:

- FAT16/32
- NTFS
- Ext2/Ext3

# Getting Started

Parallels Explorer is installed along with Parallels Desktop for Mac and placed in the same folder. By default, Parallels Desktop is installed in the following folder: /Applications/Parallels

To run Parallels Explorer, open the Finder, go to Applications>Parallels and double-click the Parallels Explorer icon.

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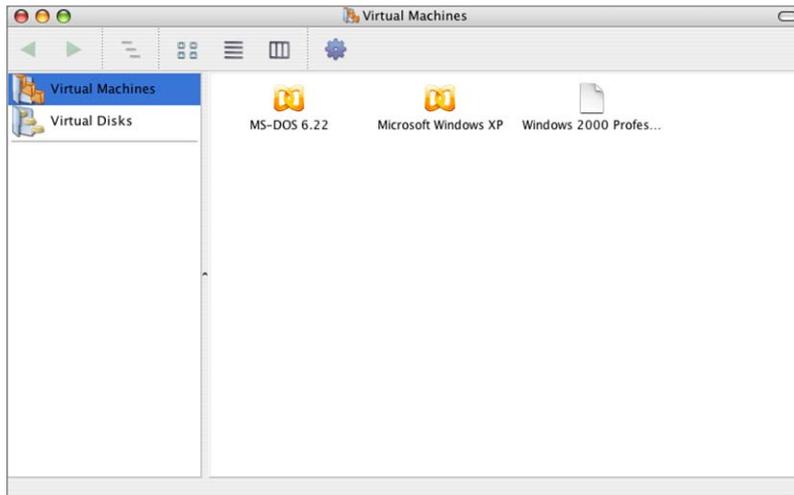
**Tip.** To put a Parallels Explorer alias to the Mac OS X desktop, open the Finder, go to Applications>Parallels, right-click (Control-click) the Parallels Explorer icon. From the shortcut menu, choose Make alias and drag the alias to the Mac OS X desktop.

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You can open several Parallels Explorer windows at a time (multiwindow mode). This is especially useful, when you browse several virtual machines. To open another window, choose Open New Window from the File menu.

# Interface Basics

Parallels Explorer features the intuitive interface that will help you make your work with virtual machine contents comfortable and easy:



Parallels Explorer consists of the following elements:

- Working area
- Menu bar
- Toolbar
- Sidebar

All elements are described below.

## Working area

In the working area, you can see the contents of your virtual machines or virtual disks that can be displayed in three view modes: Icon, Tree and Column. To learn more about view modes, read [Changing View Modes](#) (page 15).

## Menu bar

The Menu bar consists of six menus at the top of the Mac OS X screen:

- the Parallels Explorer menu lets you access the **About Parallels Explorer** dialog and some commands, generic for all Mac applications.
- the **File** menu lets you open your virtual machines and virtual disks, handle their contents, and manage Parallels Explorer.
- the **View** menu lets you change the way items are displayed in the working area and refresh the contents of the working area.
- the **Edit** menu lets you modify the contents of your virtual machines and virtual disks.

- the Window menu lets you control the Parallels Explorer window.
- the Help menu lets you access the product documentation.

## Toolbar

The Toolbar contains buttons that give you access to instant actions:

- the Back and Forward buttons  for moving between already browsed folders.
- the Path button  for viewing the path to the current folder and jumping to any location in the path.
- the View mode buttons  for changing Parallels Explorer appearance.
- the Action button  for modifying items. For more information about button actions see Handling Files and Folders topic (page 16).

## Sidebar

The Sidebar contains two tabs for quick access to the contents of virtual machines and disks:

- click the Virtual Machines tab to see all virtual machines stored on your Mac.
- click the Virtual Disks tab to see all virtual disks stored on your Mac.

When you select a tab, it is highlighted in the sidebar.

When you choose a virtual machine or a hard disk in the working area, an alias for it appears in the sidebar. To remove the alias, click the eject button  to the right of the alias.

# Working with Parallels Explorer

This chapter provides Parallels Explorer usage guidelines for accessing and modifying the contents of your virtual machines without starting them.

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## Viewing Virtual Machine Contents

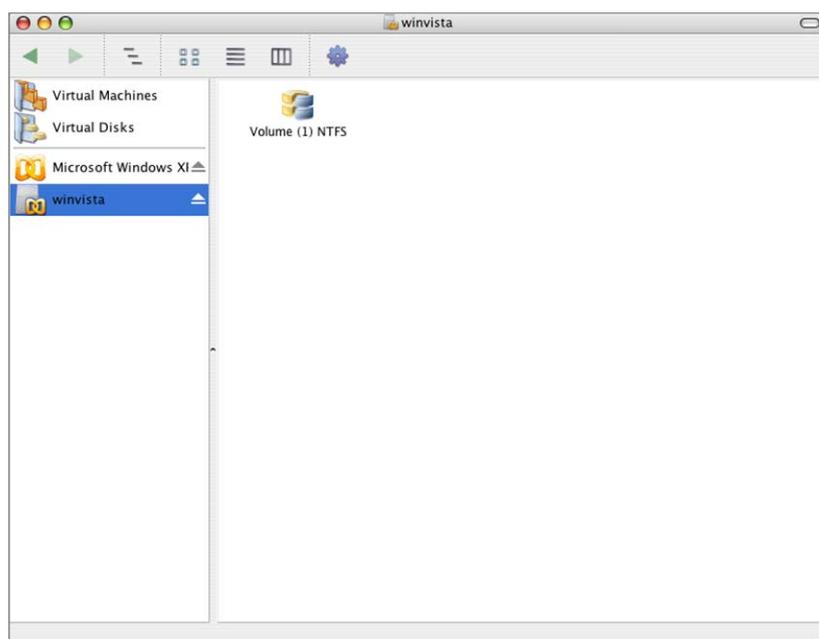
When Parallels Explorer starts, it automatically detects all virtual machines on your hard disk and displays them in the working area.

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**Note 1.** Parallels Explorer doesn't allow to browse BootCamp partitions used by virtual machines.

**Note 2.** Virtual machines and virtual hard disks created in earlier versions of Parallels Desktop should be converted to the new format before you can browse them in Parallels Explorer. To convert your old virtual machines and their hard disks to the new format, use Parallels Desktop 3.0. For more information, see *Parallels Desktop for Mac User Guide*.

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To browse the contents of a virtual machine

- 1 Make sure that the virtual machine you want to browse is not running.

---

**Warning.** The current version of Parallels Explorer does not support browsing suspended virtual machines. Changing the contents of a suspended virtual machine may lead to fatal errors, including inability to resume the machine.

---

- 2 Click Virtual Machines in the sidebar and double-click the file of the virtual machine you want to browse. When you double-click a virtual machine, its alias appears in the sidebar for easy access in the future. To remove the alias from the sidebar, click the eject button  to the right of this virtual machine's alias.

If Parallels Explorer cannot detect a virtual machine (for example, when it is stored remotely), choose Edit>Open Virtual Machine from the menu bar, specify the virtual machine configuration file and click Open.

- 3 When you click a virtual machine icon, the list of the volumes used by the virtual machine appears in the working area. Double-click the volume you want to explore.

To browse the contents of a single virtual disk

- 1 Make sure the virtual disk you want to browse is not used by a running virtual machine.

---

**Warning.** The current version of Parallels Explorer does not support browsing virtual hard disks used by suspended virtual machines. Changing the contents of such virtual hard disks may lead to fatal errors, including inability to resume the machine.

---

- 2 Click Virtual Disks in the sidebar and double-click the file of the virtual disk you want to browse. When you double-click a virtual disk, its alias appears in the sidebar for easy access in the future. To remove the alias from the sidebar, click the eject button  to the right of this virtual hard disk's alias.

If Parallels Explorer cannot detect a virtual disk (for example, when it is stored remotely), choose Edit>Open Virtual Disk from the menu bar, specify the virtual disk file and click Open.

- 3 When you click a virtual disk icon, the list of its volumes appears in the working area. Double-click the volume you want to explore.

---

**Tip.** If you need more than one Parallels Explorer window to browse virtual disks, choose File>Open New Window from the menu bar.

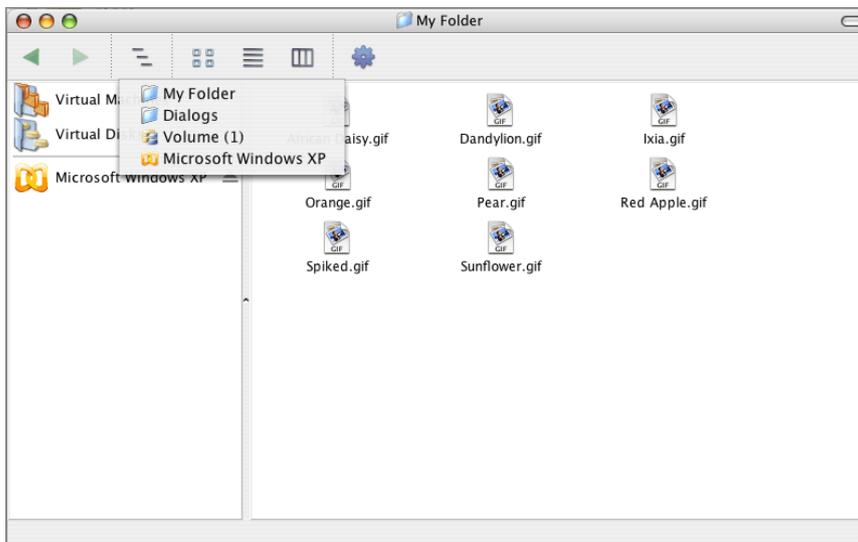
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When browsing your virtual machine, you may find it useful to view the path to the current folder. To do this, click the Path button in the toolbar. For example, the folder Sample Pictures is located on Volume 1 in the Microsoft Windows XP virtual machine, the path to this folder is

```
WINNT\Web\Wallpaper
```

In Windows this path will be shown as:

```
[disk drive letter]:\WINNT\Web\Wallpaper
```



To go to one of the listed folders, select it in the drop-down list. To go one folder back or forward, use the Back and Forward toolbar buttons.

If you need general information about a virtual machine, virtual hard disk, volume, folder or file, right-click (Control-click) it and choose Get Info from the shortcut menu.

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## Changing View Modes

You can change the way files and folders appear in Parallels Explorer with the help of the view modes buttons . These buttons are used to switch between the following view modes:

- **Icon View.** In this mode, you can see the contents of only one folder. To explore a subfolder, double-click it. The items are arranged by name.
- **Tree View.** In this mode, you can see the hierarchical structure of your folder. Click the folders marked with a triangle to unfold them and access their subfolders.
- **Column View.** In this mode, you can see the contents of a folder displayed as a list. The items are arranged by name. Double-clicking a subfolder shows its contents in the column to the right.

When you click a button, it is highlighted.

When managing items in your virtual machine, you may need to see the most up-to-date contents of the working area. To do this, choose **Refresh** from the **View** menu.

If you need to hide the toolbar, choose **Edit>Hide Toolbar** from the menu bar.

## Managing Files and Folders in a Virtual Machine

Parallels Explorer lets you effectively organize files and folders. Also, you can open and edit items with associated applications. For instructions on accessing the contents of virtual hard disks and virtual machines, read [Viewing Virtual Machine Contents](#) (page 12).

### Using menus for handling contents

Parallels Explorer enables you to perform a number of operations with items using the **File** and **Edit** menus in the menu bar, the **Actions** button in the tool bar, and the short-cut menu. To open a shortcut menu right-click (**Control**-click) the item.

#### Use the **File** menu to:

- create new folders (the **Create New Folder** command)
- open items (the **Open** command)
- open files in a specific application (the **Open with** submenu)
- get information about items (the **Get info** command)
- delete items (the **Delete** command)
- rename items (the **Rename** command)

#### Use the **Edit** menu to:

- copy items (the **Copy** command)
- select all items within a folder (the **Select all** command)
- paste items (the **Paste** command)

#### Use the **Action** button to:

- create new folders (the **Create New Folder** command)
- open items (the **Open** command)
- get information about items (the **Get Info** command)
- delete items (the **Delete** command)
- copy items (the **Copy** command)
- rename items (the **Rename** command)

#### Use the **short-cut** menu to:

- open items (the **Open** command)
- get information about items (the **Get Info** command)
- delete items (the **Delete** command)
- copy items (the **Copy** command)
- rename items (the **Rename** command)

### Managing contents

Use these guidelines for viewing and organizing the contents of your virtual machine.

**To open an item**

- double-click it,  
or
- right-click (Control-click) it and choose **Open** from the shortcut menu,  
or
- select it, click the **Action** button and choose **Open** from the drop-down menu.

**To use a specific program to open a file**

- go to **File>Open with** and choose the program from the list.

**To copy an item**

- drag it to the folder where you want to place it,  
or
- Right-click (Control-click) it and choose **Copy** from the shortcut menu, or select it, click the **Action** button and choose **Copy**. Go to the folder where you want to put the item and choose **Paste** from the shortcut menu.

**To rename an item**

- click it and choose **Rename** from the **File** menu,  
or
- click the **Action** button and choose **Rename** from the drop-down menu.

**To delete an item**

- Control-click it and choose **Delete** from the shortcut menu,  
or
- select it, click the **Action** button and choose **Delete** from the drop-down menu.

**To create a new folder**

- go to the location where you want to add a new folder and choose **Create New Folder** from the **File** menu,  
or
- click the **Action** button and choose **Create New Folder** from the drop-down menu.

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**Tip.** To select all objects within a folder, open the **Edit** menu and choose **Select all**.

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# Usage Cases

Parallels Explorer is an easy-to-use application that bridges your virtual machines and Mac OS X. Now, if you want just to edit a document or watch a movie stored inside a virtual machine, you don't have to start a virtual machine. This chapter offers some usage scenarios that can help you save your time and Mac resources when managing files in a powered off virtual machine.

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## Exchanging Data between Mac OS X and Virtual Machine

Using Parallels Explorer you don't need to start a virtual machine and set up Shared Folders just to copy a file from a virtual disk to the Mac OS X. Parallels Explorer enables you to exchange pictures, documents and any other data between Mac OS X and virtual machines.

### To copy a file from a virtual machine to Mac OS X

- 1 Open Parallels Explorer
- 2 Click the **Virtual Machines** icon in the sidebar.
- 3 In the working area, choose the virtual machine that stores the file. The list of volumes used by the virtual machine appears.
- 4 Choose the volume where the file is stored.
- 5 Browse the volume to find the file.
- 6 In the Finder, open the folder where the file will be placed.
- 7 Drag the file from the Parallels Explorer working area to the Finder window.

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## Working with Virtual Machine Contents

Parallels Explorer lets you watch your favorite movies, listen to the music and work with documents stored inside a powered off virtual machine, without moving them to Mac OS X. Now, you can open and edit a file just with a few clicks.

### To open the file stored in the virtual machine

- 1 Start Parallels Explorer.
- 2 In the sidebar, click the **Virtual Machines** icon.
- 3 In the working area, double-click the virtual machine containing the file. A list of volumes used by the virtual machine appears.
- 4 Choose the volume where the file is saved.
- 5 Browse the volume to find the file.
- 6 Double-click the file to open it.
- 7 The file opens in the default application. If you want to open it with another program, right-click the file, choose the application from the **Open with** menu.

To learn how to exchange data between Mac and virtual machines, see [Exchanging Data between Mac OS and Virtual Environment](#) (page 18) and [Exchanging Data between Different Virtual Machines](#) (page 19).

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## Exchanging Data between Different Virtual Machines

Parallels Explorer multiwindow mode makes it easy to manage the contents of different virtual machines. Now, you can copy data from one virtual machine to another with drag-and-drop simplicity. Since Parallels Explorer supports not only Parallels file formats, you can also exchange data between Parallels virtual machines and third-party virtual machines.

### To copy a file from a third-party virtual machine to a Parallels virtual machine

- 1 Open Parallels Explorer.
- 2 Click the **Virtual Machines** icon in the sidebar.
- 3 Choose the third-party virtual machine where the file will be placed in the working area. The list of volumes used by the virtual machine appears.
- 4 Choose the volume where the file is stored.
- 5 Choose **Open New Window** from the **File** menu. One more Parallels Explorer window opens.
- 6 In the working area, choose the Parallels virtual machine that stores the file. The list of volumes used by the virtual machine appears.

- 7 Choose the volume where the file will be copied.
- 8 Open the destination folder.
- 9 To copy a file, drag it from the third-party virtual machine window to the Parallels virtual machine window.

#### To copy a file from one Parallels virtual machine to another Parallels virtual machine

- 1 Open Parallels Explorer.
- 2 Click the **Virtual Machines** icon in the side bar.
- 3 In the working area, choose the virtual machine (for example, Windows® XP) that stores the file. The list of volumes used by the virtual machine appears.
- 4 Choose the volume where the file is stored.
- 5 Choose **Open New Window** from the **File** menu.
- 6 In a new Parallels Explorer window, click the **Virtual Machines** icon in the sidebar.
- 7 Choose the virtual machine where the file will be placed (for example, Windows 98) in the working area. The list of volumes used by the virtual machine appears.
- 8 Choose the volume where the file will be copied.
- 9 Open the destination folder.
- 10 To copy a file, drag it from the Windows XP virtual machine window to the Windows 98 virtual machine window.

# Troubleshooting

This chapter provides solutions to some common issues you may encounter when using Parallels Explorer. The guidelines given in the chapter concern Parallels virtual machines and applications. However, the basic troubleshooting principles may apply to third-party virtual machines and virtualization applications.

If you haven't found the solution to your problem, visit Parallels support <http://www.parallels.com/en/support/> web page.

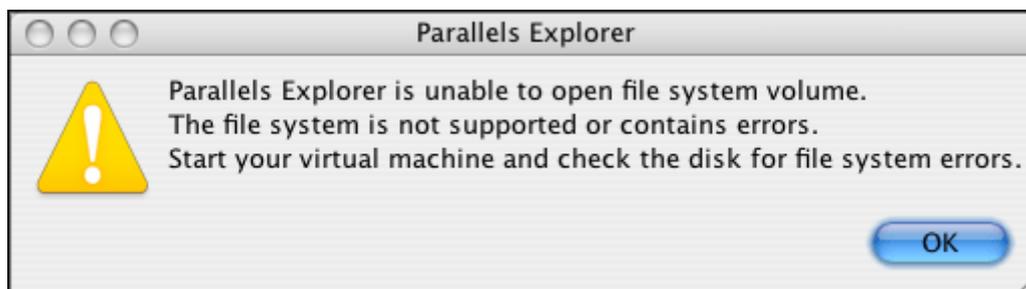
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## Problems with File Systems

Sometimes Parallels Explorer cannot open a volume because of the problems with the volume file system. In this case, you will see this error message



This may happen in the following cases:

- The file system is not supported by Parallels Explorer. To learn how to check your file system type, see [Checking the File System Type](#) (page 22).
- The file system contains errors. To learn how to perform file system error check, see [Checking the File System for Errors](#) (page 22).

## Checking the File System Type

Parallels Explorer can open only volumes that are formatted with one of the supported file systems. Make sure the file system for the volume that you are trying to open is supported by Parallels Explorer.

To check the file system type:

- 1 Right-click the volume and choose **Get info** from the short-cut menu. In the **Get info** window, the file system type is displayed.
- 2 Ensure that the file system is supported (page 7).

## Checking the File System for Errors

The file system for the volume may contain errors that prevent Parallels Explorer from working with the volume. In this case, you need to check the volume in the guest operating system.

### To check the volume for file system errors in a Windows virtual machine

- 1 Open Parallels Desktop. By default, it is located in `/Applications/Parallels`.
- 2 Start the virtual machine that contains the volume.
- 3 Log in to Windows, go to **My Computer** on the Windows desktop and right-click the volume.
- 4 In the shortcut menu, choose **Properties>Tools** and click the **Check Now** button.
- 5 Select the check-box "**Automatically fix file system errors**".
- 6 Click **Start** to check the volume for errors.
- 7 Once the volume is checked, shut down Windows and close Parallels Desktop.

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**Note.** It is important to exit Windows correctly. Do not close the virtual machine until Windows is shut down.

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- 8 Launch Parallels Explorer to browse the volume.

### To check the volume for file system errors in a Linux virtual machine

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**Note.** It is highly recommended that you boot from a live CD in order to unmount all file systems on your virtual hard disk including the root file system. If you check the mounted file systems, they can be damaged.

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- 1 Open Parallels Desktop. By default, it is located in `/Applications/Parallels`.
- 2 Connect a live CD to the virtual machine. In the Configuration Editor, click the **Booting** tab and select **CD-ROM, Hard Disk, Floppy**.
- 3 Start the virtual machine.
- 4 To list the partition tables for your virtual hard disk, type  
`fdisk -l`
- 5 To check which file systems are mounted, type  
`mount`
- 6 To unmount a file system, type

**umount directory**

where `directory` is the mounting point where the file system has been mounted.

7 To check the file system for errors, type

**fsck filesystems**

where `filesystems` is the name of the device where the file system is located.

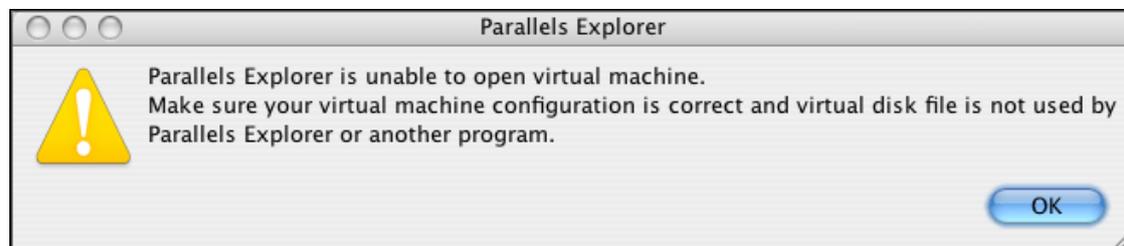
8 Once the file system check is over, shut down Linux and close Parallels Desktop.

9 Launch Parallels Explorer to browse the volume.

---

## Problems with Virtual Machines

When trying to browse a virtual machine, you may get this error message:



This may happen in the following cases

- At least one of the virtual disks connected to the virtual machine is used by another application. To learn how to solve this problem, see [Unlocking a Virtual Machine](#) (page 23).
- At least one of the virtual disks connected to the virtual machine was created in Parallels Desktop older than 3.0. To learn how to convert old disks to a new format, see [Converting Old Virtual Machines](#) (page 24).
- At least one of the virtual disks connected to the virtual machine is corrupted. To learn how to check the disks for consistency, see [Checking Virtual Disks for Consistency](#) (page 26).
- The virtual machine has no connected virtual disks or the virtual machine configuration file is damaged. To learn how to check the virtual machine configuration, see [Checking Virtual Machine Configuration](#) (page 24).

## Unlocking a Virtual Machine

Parallels Explorer cannot open a virtual machine if it is used by another application. Make sure that the virtual machine or its disk(s) is not browsed in another Parallels Explorer window, and is not running in Parallels Desktop. You need to close the application that uses the virtual machine to access it in Parallels Explorer.

## Converting Old Virtual Machines

Parallels Explorer is unable to process Parallels virtual machines and virtual disks created in previous versions of Parallels Desktop, and cannot browse a virtual machine that contains old disks. You need to convert your virtual machine to a new format using Parallels Desktop 3.0:

- 1 Close Parallels Explorer and start Parallels Desktop.
- 2 Select the virtual machine that contains old disks.
- 3 Start the virtual machine. When Parallels Desktop offers you to convert the virtual machine to a new format, do so.

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**Note.** If you convert your old virtual machine to a new format, you won't be able to use it in previous versions of Parallels Desktop.

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- 4 Once the operation is complete, shut down the guest operating system and close Parallels Desktop.
- 5 Open Parallels Explorer and browse the virtual machine.

## Checking Virtual Machine Configuration

If the virtual machine configuration file is damaged or there is no virtual disks connected to the virtual machine, you may experience problems with browsing a virtual machine.

Make sure the virtual machine configuration is correct:

- 1 Close Parallels Explorer and start Parallels Desktop.
- 2 To open the virtual machine, select it in the **Select virtual machine** dialog.
- 3 Make sure there is at least one hard disk in the **Configuration** list in the main window. If there is no hard disk, add it. To learn how to add a virtual hard disk, see *Parallels Desktop for Mac User Guide*.
- 4 Click the hard disk icon in the **Configuration** list to open Configuration Editor.
- 5 Make sure the **Use image** disk option in the right pane of the Configuration Editor window is selected and the **Image File** box shows the path to the virtual hard disk file.
- 6 Close Parallels Desktop and open Parallels Explorer.

---

## Problems with Virtual Disks

When trying to browse a virtual disk, you may get this error message:



This may happen in the following cases

- The virtual disk is used by another application. To learn how to unlock the virtual disk, see [Unlocking Virtual Disks](#) (page 25).
- The virtual disk was created in Parallels Desktop older than 3.0. To learn how to convert old virtual disks to a new format, see [Converting Old Virtual Disks](#) (page 25).
- The virtual disk is corrupted. To learn how to check virtual disks for consistency, see [Checking Virtual Disks for Consistency](#) (page 26).

## Unlocking Virtual Disks

Parallels Explorer cannot open a virtual disk if the virtual machine that is using this disk is currently browsed in Parallels Explorer. Make sure that the virtual machine using this disk is not browsed in another Parallels Explorer window, and its alias doesn't appear in the sidebar.

If you see the alias for the virtual machine that is using this disk in the sidebar, click the  Eject button to the right of its alias, and try to open the disk.

## Unlocking Virtual Machines

Parallels Explorer cannot open a virtual machine if its virtual hard disk is currently browsed in Parallels Explorer. Make sure that the hard disk used by this virtual machine is not browsed in another Parallels Explorer window, and its alias doesn't appear in the sidebar.

If you see an alias for the hard disk of this virtual machine in the sidebar, click the  Eject button to the right of its alias, and try to open the virtual machine.

## Browsing Old Virtual Disks

Parallels Explorer doesn't support browsing virtual disks created in earlier version of Parallels Desktop. You need to convert your virtual disks to a new format using Parallels Desktop 3.0:

- 1 Close Parallels Explorer and start Parallels Desktop.
- 2 Select the virtual machine that uses old disk.
- 3 Start the virtual machine. When Parallels Desktop offers you to convert the virtual machine to a new format, click **Convert**.

---

**Note.** If you convert your old virtual disks to a new format, you won't be able to use them in previous versions of Parallels Desktop.

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- 4 Once the operation is complete, shut down the guest operating system, and close Parallels Desktop.
- 5 Open Parallels Explorer and browse the virtual machine.

## Checking Virtual Disks for Consistency

Corrupted virtual disks cannot be browsed in Parallels Explorer. Make sure that your virtual disk is not corrupted:

- 1** Close Parallels Explorer and open Parallels Desktop.
- 2** In the **Select virtual machine** dialog, select the virtual machine that uses the virtual disk.
- 3** Start the virtual machine.
- 4** If the virtual machine doesn't load or you get error messages, your virtual hard disk is probably corrupted. You may need to repair your guest operating system installation. Please contact Parallels support <http://www.parallels.com/en/support/> to solve this problem.

# Hot Key Combinations

These hot key combinations may be useful to you if you prefer using keyboard for working with Parallels Explorer. This is a list of commands and corresponding key combinations used in Parallels Explorer.

Command	Hot Key Combination
Open New Window	Apple+N
Create New Folder	Shift+Apple+N
Open New VM	Shift+Apple+O
Open New Virtual Disk	Option+Apple+O
Open	Apple+O
Close Window	Apple+W
Get Info	Apple+I
Delete	Apple+Delete
Duplicate	Apple+D
Find	Apple+F
Cut	Apple+X
Copy	Apple+C
Paste	Apple+V
Select All	Apple+A
View as Icons	Apple+1
View as Tree	Apple+2
View as Columns	Apple+3
Refresh	Apple+R
Hide Toolbar	Option+Apple+T
Minimize	Apple+M

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