



Windows hangs at Welcome screen and does not boot

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition 10

Symptoms

Windows 7 or Windows 8 virtual machines hangs at Welcome screen and does not boot to Desktop. The issue usually occurs if Windows is connected to a domain and Parallels Desktop was updated or upgraded.

Resolution

1. Shut down the virtual machine
2. Open virtual machine's Configuration
3. Go to Options tab > Sharing
4. Uncheck **Share Mac user folders with Windows**

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