



## Hide Windows Taskbar is greyed out

- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

### Symptoms

Unable to hide the taskbar in Windows when the Virtual Machine is running in Coherence mode.

Show / Hide Windows Taskbar option is greyed out under View menu.

### Cause

One of Parallels Tools components (`pri_cc.exe`, Parallels Control Center) hasn't been launched with Windows start or `DesktopUtilities.dll` was not loaded.

### Resolution

#### 1. Reinstall Parallels Tools:

- ◆ In Windows, right-click on Start Menu (bottom left of the screen) -> Apps & features (in Windows 7: Start Menu -> Control Panel -> Programs & features)
- ◆ Locate Parallels Tools in the list of installed programs.
- ◆ Click **Uninstall** Button to uninstall Parallels Tools.

- ◆ Once the uninstallation is complete, please, reboot your Windows virtual machine.
- ◆ Once Windows is rebooted install Parallels Tools.

If the issue still persists:

2. Check that Parallels Tools are not blocked by an antivirus or firewall software installed in Windows (if any). Add Parallels Tools to the "white list" of your antivirus/ firewall.
3. Make sure `prl_cc.exe` is started and works properly:
  - ◆ Go to `C:\Program Files (x86)\Parallels\Parallels Tools` and start `prl_cc.exe` (right-click on the file -> run as administrator).

- ◆ Check that it was started by executing `tasklist | findstr prl_cc.exe` in command line:

Go to Start -> in the search type in CMD -> start CMD (command line) -> type the following and hit Enter/Return:

```
tasklist | findstr prl_cc.exe
```

The output should look like this:

#### 4. Reboot your Virtual Machine and check the issue.

If the issue still persists:

#### 5. Make sure that Parallels Control Center (prl\_cc.exe) is loaded on Windows startup:

- ◆ create a shortcut of the `prl_cc.exe` (located in `C:\Program Files (x86)\Parallels\Parallels Tools`)
- ◆ copy created shortcut to `C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup` directory

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Related articles:

- [Show/Hide Windows Taskbar is grayed out in Windows XP Virtual machine](#)
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