



Windows 8.1 hangs with the black screen for several minutes

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

Symptoms

After entering the login credentials Windows 8.1 hangs with the black screen for several minutes and only then eventually logins.

The issue started after Windows update to Windows 8.1.

This issue occurs after every logout/restart.

Cause

Windows misconfiguration.

Resolution

1. Start Windows.
2. Wait until the system will pass the black screen and eventually will log in.

NOTE: if in your case the Windows virtual machine sticks in a black screen, please refer to the KB [114823](#)

1. Press **cmd+R** combination, type `msconfig` and hit Enter (return).
2. In the Services tab locate and uncheck "App Readiness". Click Apply/OK.
3. Reboot Windows.