



Windows 7 starts with black screen

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

Symptoms

After Windows welcome screen the black screen occurs

Cause

Third party applications installed in Windows.

Resolution

1. Start Parallels Desktop application and start Windows virtual machine in Safe Mode by pressing F8 key before the BIOS screen appears.
 2. Click on **Start** > type **msconfig** in the search field and press the **Enter** key.
 3. In the **General** tab switch to "**Selective startup**"
 4. In '**Startup**' and '**Services**' Tabs tick '**Hide all Microsoft services**' and **Disable all non-Microsoft applications** from the list, except Parallels.
 5. Click '**Apply**' and '**OK**'
 6. Restart the Virtual Machine and check the issue in normal mode.
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