Black screen when connecting to a remote computer

- Parallels Access

Symptoms

When I connect to a remote computer from my mobile device using Parallels Access and try to start an application, I get a black screen.

Cause

The version of Parallels Access installed on your mobile device is older than the version of Parallels Agent installed on your remote computer.

Resolution

Please make sure that you have the latest version of Parallels Access installed on both the mobile device and on the remote computer.

Please update Parallels Access to the latest version in App Store, if you connect from an iOS device and in Google Play, if you are using an Android device.

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