

## Fix Windows 10 November 2019 Update (1909) installation issues in Parallels Desktop for Mac

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

## **Symptoms**

When installing a new virtual machine with Windows 10 November 2019 Update (1909) image, installation is not completed successfully and the following issues occur:

- Cannot resize virtual machine windows.
- Virtual machine window is named as "Installation Assistant" with spinning wheel.
- Windows graphics is not smooth.
- Cannot drag-and-drop or copy-paste files or text.

## **Solution**

Download and install the latest Parallels Desktop 15 update.

If you already running Parallels Desktop	15, click on Parallels icon in	Mac menu bar > selec	ct "Check for
Updates" > click "Download Update".			

## Workaround

4. Restart Windows.

1. When virtual machine is active, click "Installation" menu on Mac menu bar > select "Continue Manually" > click "Continue Manually":
2. Click "Actions" menu > select "Install Parallels Tools"
3. In Windows, open Parallels Tools DVD Drive (D:) and install Parallels Tools (see KB 115835).

**Note**: If "Continue Manually..." option is missing from "Installation" menu, stop virtual machine installation and start a new one.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.