



Windows is crashing shortly after launching Parallels Client

- Parallels Remote Application Server

Symptoms

Windows OS is crashing (rebooting) shortly after starting Parallels Client

Cause

The following Microsoft updates are causing the issue

Windows 10 2004 and 1909:

- [KB5000802](#) (2004)
- [KB5000808](#) (1909)

Resolution

It is a Microsoft Issue, Out Of RAS Scope of Support.

Microsoft did resolve this issue in newer updates for Windows 10:

- [KB5001567](#) (2004)
- [KB5001566](#) (1909)

Go to **Settings > Update & Security > Windows Update**. In the **Optional updates** available area, you'll find the link to download and install the update.

Workaround #1

Uninstall the 64-bit Parallels Client for Windows and use the 32-bit version (Full or Basic) which can be downloaded from here: [Download links](#)

Workaround #2

1. Uninstall the following Microsoft updates:

- [KB5000802](#) (2004)
- [KB5000808](#) (1909)

2. Pause all updates until Microsoft addresses the problem.
