

(Waiting for) prl_cc.exe. This program is preventing Windows from shutting down.

• Parallels Desktop for Mac Standard Edition

Symptoms

When I shut down Windows in Coherence mode I get a message saying:

```
(Waiting for) prl_cc.exe
This program is preventing Windows from shutting down
```

No matter how long I wait the program does not exit. The only option is to force a shut down.

This started happening from the last Parallels update (9.0.23350) was download and installed.

Resolution

This issue was fixed in build 9.0.24172

Please update Parallels Desktop 9 to the latest build.

© 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.