

Unable to use applications on the remote computer if an external display is disconnected

• Parallels Access

Symptoms

I have got a desktop computer with no built-in display and connect my external display to it. When the external display is physically disconnected from the desktop computer and I try connecting to this computer from any mobile device or other computer through the browser console I am unable to use any applications, I get a spinning wheel on the device.

Cause

When the external display is physically disconnected, the operating system on the computer (macOS, Windows) uses the default resolution taken from the software display (video drivers).

This breaks a video capture mechanism in Parallels Access not allowing to get the correct video streaming.

Such behavior also occurs in macOS built-in application Screen Sharing (VNC) and not related to Parallels Access malfunction caused by the OS hardware + software integration issues on the computer.

Resolution

It will be possible to use applications on the remote computer through Parallels Access if at least one of the following conditions is set.

- 1. The external display is physically connected to the desktop computer and turned on.
- 2. The external display is physically connected to the desktop computer but turned off.

Even if the display is turned off but connected to the computer, the OS detects the display and switches from the software display to your hardware.

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