



## **Black screen appears on RDSH right after login**

- Parallels Remote Application Server

### **Symptoms**

A black screen is observed right after the RDS session login:

### **Cause**

Windows **AppReadiness** service activity is stalling Desktop appearance. Possibly due to some other bug.

Confirmed to happen in **User Profile Disk** and **AVD + FSLogix** environments. Possibly not noticed in usual RDS since it is less affected.

### **Resolution**

Stop and Disable **App Readiness** service. Login time should improve after this change.

**NOTE:** **App Readiness** service may need to be started before installing **Windows Updates that require restart**.

## Known issues with App Readiness service

- Delayed logins in Virtual Desktop environment:

[AppReadiness Service and Black Screen - Microsoft Tech Community](#)

- Local Windows 10 delayed logins:

[5 min delay on cold start between login screen and bg screen Solved - Page 3 - Windows 10 Forums](#)

[Microsoft explains Windows 10 Black Screen login issue, working on fix - MSPoweruser](#)

[Windows 10 Black screen forever when logging in - Spiceworks](#)

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