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.

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