

Fix black screen issue on a remote Mac

- Parallels Access for Business
- Parallels Access

Symptoms

- Upon connecting to a remote Mac via a web browser, it only shows a blank screen.
- When attempting to control a remote Mac through Parallels Access mobile app, it shows a black screen with a spinning wheel.

Cause

Parallels Access or some of the embedded components haven't been granted with the respective permissions in System Preferences of the remote Mac computer.

Resolution

1. On a remote Mac, open **System Preferences > Security & Privacy > Privacy > Screen Recording** and check the boxes next to **Parallels Access** and **Parallels Access Agent**.
2. You will be prompted to restart the application or click **Later**. Click **Later**.
3. Terminate the remote connection and try connecting once again.

Advanced steps

If the steps above haven't helped or if **Parallels Access Agent** is missing in the Screen Recording list, it may be an indicator of further macOS misconfiguration. To fix it, perform the steps below:

1. On your Mac, open **Terminal** (Finder > Applications > Utilities > Terminal) and execute the following command:

```
tcutil reset ScreenCapture com.parallels.mobile.prl_deskctl_agent
```

2. Attempt to re-establish a remote connection using Parallels Access mobile app or a browser. You will still get a blank screen, but on the remote Mac side, you will be presented with a prompt to grant screen recording access to Parallels Access.
 3. Click **Open System Preferences** and check the boxes next to **Parallels Access** and **Parallels Access Agent**.
 4. Close the remote connection then and try connecting once again.
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