



Quick Assist doesn't work when connecting to a remote desktop in Windows 11 on a Mac computer with Apple M-Series chip

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Business Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac App Store Edition

This KB article provides the results of our tests in regards to the issue with Quick Assist not functioning properly inside a Windows 11 virtual machine on a Mac with M-Series chip when trying to connect to a remote desktop or when trying to connect from a remote desktop to a virtual machine powered with Parallels Desktop on a Mac with M-Series chip.

Based on the results of our tests, the same behaviour is reproduced upon trying to perform the same steps on a physical ARM-based computer.

Resolution

The connectivity issue has been fixed in the recent Quick Assist application [update](#) v2.0.21.0.

1. Open Microsoft Store and locate **Library**.
 2. Check for updates to install the latest version of Quick Assist
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