



Netflix application crashes inside Windows 11 in Parallels Desktop

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

We know that many of our customers running a Windows 11 virtual machine have encountered a recurring issue where the Netflix app crashes when attempting to play downloaded videos.

The cause of the Netflix app crashing issue when playing downloaded videos within a Windows 11 virtual machine is unrelated to Parallels Desktop. Instead, it is an issue stemming from the Microsoft translator built into Windows on Arm.

Resolution

To kindly request Microsoft's attention and a swift resolution, we encourage you to cast your vote for this issue on the Microsoft Feedback Hub:

- You can access the feedback submission page using this link: <https://aka.ms/AAAn0zib>.
- Log in with your Microsoft account (or create one if you don't have an account) to cast your vote and provide a comment outlining the issue and how it is affecting your experience.

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