Windows performance is slow and prl_cc.exe process consumes 50-100% of CPU

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

Symptoms

As soon as Windows is started performance of applications decrease, CPU load is 100% and **prl_cc.exe** consumes 50-100% of CPU time in Task Manager.

Cause

This issue can be caused by **Google Quick Search Box** enabled for **Google Toolbar** plug-in of Internet Explorer. This toolbar can be installed alongside with some third-party applications, e.g. Adobe Reader.

Resolution

Please disable **Google Quick Search Box** in Google Toolbar options in **Internet Explorer**.

1. Open **Internet Explorer**
2. Select **Options** for Google Toolbar

3. Uncheck "**Enable quick search box to search outside the browser**" option.

4. Restart Windows and check the performance now. If the issue persists please contact Parallels Support.

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