

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

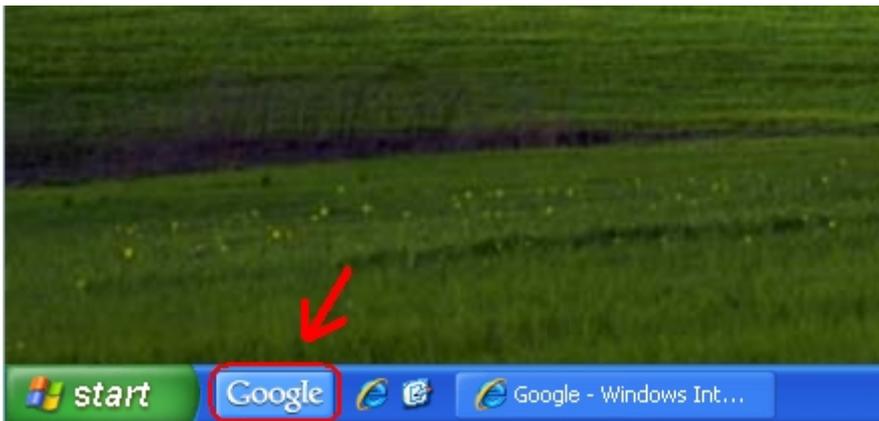
- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

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

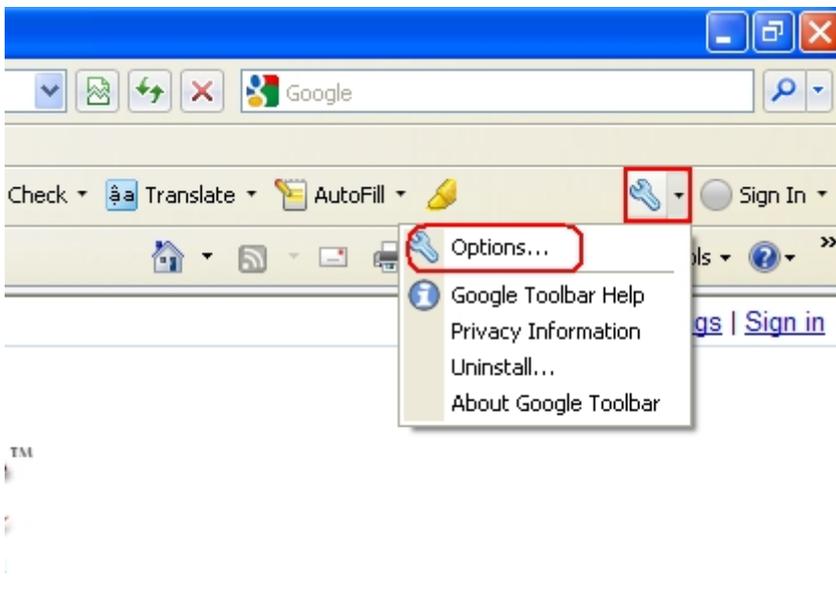
This issue can be caused by **Google Quick Search Box** enabled for **Google Toolbar** plug-in of Internet Explorer. This toolbar can be installed alongside with some third-party applications, e.g. Adobe Reader.



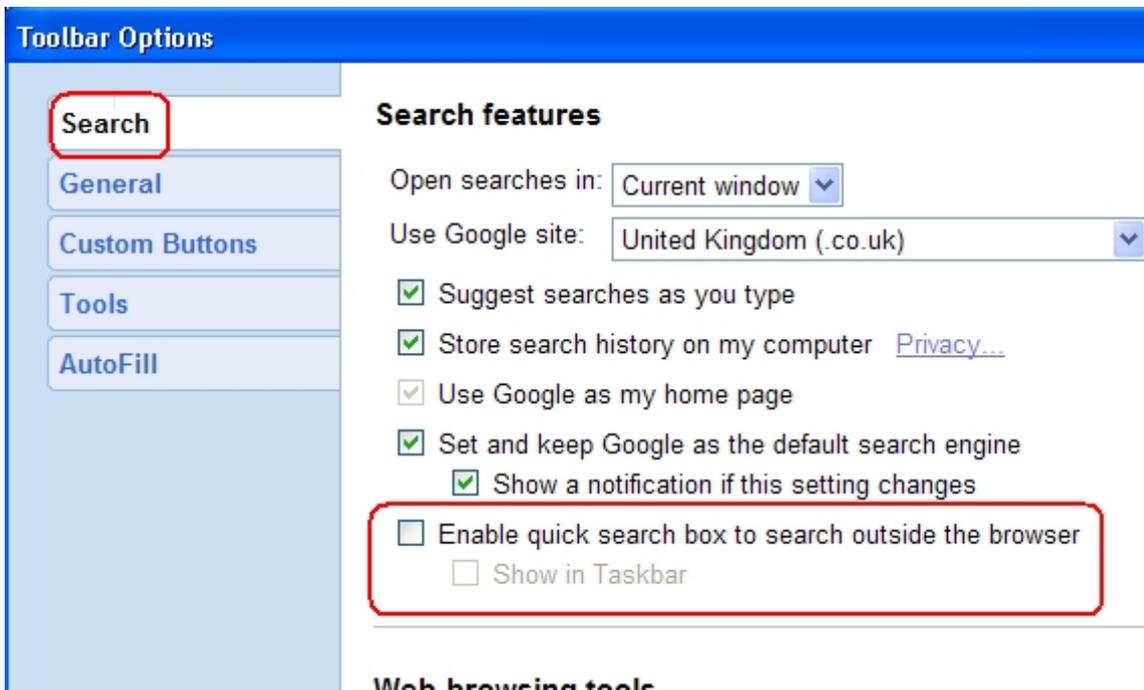
Resolution

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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