



Parallels Client crashing due to gdi32full.dll

- Parallels Remote Application Server

Symptoms

- Parallels Client for Windows is crashing shortly after start.
- The faulting module when you launch Parallels Client is **AppServerClient.exe** with the following crash signature

faulting application name: APPServerClient.exe, version: 17.1.21792.0, time stamp: 0x5ec4ecc5

Faulting module name: gdi32full.dll, version: 10.0.18362.900, time stamp: 0xed06892c

Exception code: 0xc000041d

Fault offset: 0x000000000000d11b0

Faulting process id: 0x2420

Faulting application start time: 0x01d63fe52b97a476

Faulting application path: C:\Program Files\Parallels\Client\APPServerClient.exe

Faulting module path: C:\WINDOWS\System32\gdi32full.dll

Report Id: cf4fa14a-ecfa-463b-90f7-4b00397ff910

Faulting package full name:

Faulting package-relative application ID:

Application Error 1000 (100)

Cause

The following Microsoft updates causing the issue

Windows 10:

- [KB4557957](#)
- [KB4560959](#)
- [KB4560960](#)

Windows 8.1 and Windows Server 2012

- [KB4561666](#)

Resolution

Starting from June 16th, Microsoft released the fix. Please install the following Microsoft updates:

Windows 10

- Windows 10, version **2004** [KB4567523](#)
- Windows 10, version **1909** and **1903** [KB4567512](#)

- Windows 10, version **1809** [KB4567513](#)
- Windows 10, version **1803** [KB4567514](#)

Please reboot the PC after installing the update.

Windows 8.1 and Windows Server 2012

[KB4567521](#)

Please reboot the PC after installing the update.

Workaround #1

Please uninstall the 64-bit Parallels Client for Windows and use the 32-bit version (Full or Basic) which can be downloaded from here: [Download links](#)

Workaround #2

For Windows 10:

Uninstall the following Microsoft updates:

- [KB4557957](#)
- [KB4560959](#)
- [KB4560960](#)

Windows 8.1 and Windows Server 2012

- [KB4561666](#)
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