Fix black screen in Windows

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

This KB will help you to address the issue with Windows being stuck at a black screen.

Such issues might also happen on a real PC, it's a Windows-related issue caused by the hanging of vital system processes or malfunctioning drivers.

Resolution

1. Force restart Windows in Parallels Desktop: click **Actions** on Mac menu bar > **Reset**.

If you use a virtual machine in Full Screen view mode move the mouse to the top of the screen and wait for 1-2 seconds to open the Mac menu bar. To release the mouse input and access the top menu bar easier, press Control + Option shortcut.

Note: To avoid such issues in the future, we recommend disabling Windows built-in fast startup feature.

2. If resetting Windows did not help or the **Actions** menu is unresponsive, follow the steps from KB 6338.

3. The next troubleshooting step would be the same as on a real PC: try booting Windows to Safe mode. When in Safe mode open Command Prompt as Administrator and execute the commands below:

```
REG ADD "HKLM\SYSTEM\CurrentControlSet\Control\SafeBoot\Minimal\MSIServer"
/VE /T REG_SZ /F /D "Service"

REG ADD "HKLM\SYSTEM\CurrentControlSet\Control\SafeBoot\Network\MSIServer"
/VE /T REG_SZ /F /D "Service"

net start msiserver
```

Then press **Command (Win) + R** buttons > in the appeared search bar type in **devmgmt.msc** > click **OK**, it will get you to **Device Manager**. Unwrap **Display adapters** tab, locate **Parallels Display Adapter (WDDM)**, right click it and select **Uninstall.**

Reboot to normal mode and reinstall Parallels Tools.

4. If Windows cannot boot even into Safe mode or the steps above didn't help, Windows is considered beyond repair and a new virtual machine is required. Once a new virtual machine is created you can attach the broken virtual machine hard disk to the new one to transfer personal data stored on the C drive.

Note: Only files can be copied, programs should be installed from scratch in the new virtual machine due to Windows architecture peculiarities.

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