How does the issue start? All you need to do is use some type of Video Conference Software that has multiple users with video enabled.

Once in the meeting the affected Mac can freeze up within one minute!

After the Mac Freezes, it will become 100% non responsive. The screen will freeze up and you will not be able to force quit. The only thing you can do is force power down the Mac.

Software that can cause the Freezing Issue

The following software can cause your affected Mac to freeze up. Below is a list of confirmed applications with a confirmed `.gpuRestart` freeze.

- Zoom.us
- Slack
- Webex
- Teams
- Skype
- BlueJeans
- FaceTime
- Sublime Text
- Google Meet
- Google Hangouts
- Adobe Creative Cloud apps
- Illustrator & Animate
- VMWare Fusion
- Spotify Helper
- AnyDesk
- ScreenConnect
- Visual Studio Code

NOTE: Some of the new reports say that this happens when running the Video Conference Software from a Chrome Browser.

Workarounds

Most issues like this have some type of workaround. Sometimes a workaround is found by accident or after hours of testing. This time around a few users on MacAdmins Slack have reported the following workarounds.

- **UPDATE 4/02/20:** We are now hearing that Apple Support is recommending that users upgrade to macOS Catalina 10.15.4 to fix the issue. I can't confirm if this fixes the issue but after looking at a large amount of `.gpuRestart` logs, I have not seen one from 10.15.4 yet. Many users are writing to me that after updating to 10.15.4, they are not having the freezing issue anymore.
- **UPDATE 4/03/20**: For users who are having the freezing issue when using the Zoom.app, update to the latest version (4.6.9) and you should not see any more crashes.
- Disable Zoom's "*Enable hardware acceleration for receiving video*" option in the application video preferences. Scroll down and then hit the advanced button.
- If the issue is happening in **Chrome**, some users found success with turning off `Use hardware acceleration when available` in Preferences > Advanced> System .
- **Use Firefox instead of Chrome when joining a browser based conference meeting.**
- Use conferencing in a browser instead of the application. An example of this is zoom. If you cancel out of the constant prompts to download the zoom.app, you will finally get an option to "Join Meeting with your Browser"

https://mrmacintosh.com/2020-002-update-causes-some-macs-to-freeze-when-using-hw-accelerated-video/