



Issues with Parallels Access resolution when connecting to remote Mac

- Parallels Access
- Parallels Access for Business

Symptoms

I have connected to the remote Mac using Parallels Access and I experience the following issues:

- I cannot switch between open applications
- Applications open in windowed mode and I cannot center them
- Application GUI (Graphical User Interface) is not optimized for the remote device display resolution
- Other visual issues

Cause

macOS misconfiguration.

Resolution

Make sure that **Parallels Access Agent.app** is added to the list of allowed applications:

1. Go to **System Preferences > Click Security & Privacy > Privacy Tab > Accessibility > Click on "+"** button.
2. Open **Applications** in Finder
3. Right-click on **Parallels Access.app** item
4. Select **Show Package Contents**
5. Navigate to **Contents > MacOS**
6. Drag'n'drop **Parallels Access Agent.app** to the apps list in the **System Preferences > Security & Privacy > Privacy > Accessibility** page.
7. Make sure that **Parallels Access Agent** item appeared in the list with a mark in the checkbox.

8. Restart your Mac and reconnect.

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