# || Parallels<sup>®</sup>

## How to make Parallels Client run from a clean state after reinstallation.

- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 19.0

#### Symptoms

Parallels Client saves configuration even after the application is completely reinstalled from PC.

#### Cause

Parallels Client configuration is stored in AppData folder and Registry.

### Resolution

To resolve this issue one needs to clean up the locations where configuration data is stored. To accomplish this task please follow the steps below:

- 1. Delete the following registry entries:
  - ◆ In 32bit Operating System:

HKEY\_CURRENT\_USER\Software\Parallels\AppServerClient

HKEY\_LOCAL\_MACHINE\SOFTWARE\Parallels\AppServerClient

◆ In 64bit Operating System:

HKEY\_CURRENT\_USER\Software\Parallels\AppServerClient

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Parallels\AppServerClient

- 2. On a targeted PC please navigate to **Volume:/Users/** and open the folder related to user whose profile configuration should be removed.
- 3. Open AppData folder. By default this folder is hidden, "Show hidden folders" option should be enabled first.
- 4. Navigate to "Roaming" folder.
- 5. Delete **2XClient** folder.
- 6. Reboot the PC.

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