



Published application stops operating while switching focus to local one

- Parallels Remote Application Server

Symptoms

- A published application is not operating correctly in case you switch focus to some local resource
- In some of the cases pressing ALT key may cause the same issue

Cause

Misconfiguration

Resolution

Some proprietary applications may require additional configuration.

1. Take a note of the executable file of the problematic published app (e.g. *TestApp.exe*)
2. On every RDSH/VDI/RemotePC from which the application is published, do the following:
 - Create registry key **HKLM\SOFTWARE\Wow6432Node\Parallels\Memshell** (for 32bit OS, use **HKLM\SOFTWARE\Parallels\Memshell**)
 - Create the string **DisableAltOnDisactivate** with the value that equals the name of the executable in question (you may specify several apps separated by semicolon, e. g. *TestApp.exe;Application1.exe;Application2.exe;Application3.....*)

3. Check the issue from Parallels Client.

Note: No reboot is necessary, to apply the changes, an end user must log off from RAS Session.

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