



Problems with Ctrl, Alt, Cmd, Shift and other modifiers in games

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

Symptoms

When playing games, working with some 3D graphic applications or using Microsoft Remote Desktop in Windows virtual machine running in my Mac, I notice that `Ctrl`, `Alt`, `Cmd`, `Shift` and other modifier keys fail to work properly.

Resolution

To solve the issue, you need to edit the modifier keys handling settings in your virtual machine configuration. To do this, follow these steps:

1. Open the configuration of your virtual machine:

- ◆ In window mode: in Mac menu click on **Actions > Configure**
- ◆ In Coherence mode: click the Parallels tray icon in status bar > **Configure...**

2. Switch to the **Hardware** tab > **Mouse & Keyboard**.
3. Select **Keyboard: Optimize for games**:

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