

Unable to change keyboard layout to Japanese language

- Parallels Desktop for Mac Standard Edition 10
- Parallels Desktop for Mac Standard Edition 11
- Parallels Desktop for Mac Standard Edition 12

Symptoms

Japanese keyboard layout does not change in Windows. I can't type anything in Japanese and only English appears (Conversion does not happen).

Some keys such as @,] are located at the wrong place.

I can't change input mode between **Kana** ('?') and **English&Number** ('?') by pressing the **Kana&English&Number** key.

Cause

Windows internal issue.

Resolution

1. Try [Microsoft FixIt](#)

or

1. Try this method: (provided on [official Microsoft forum](#))

Change the Keyboard Layout and then check:

- Go to **Start > Region and Language**
- Go to the '**Keyboards and Language**' tab and choose **Change keyboards**.
- On the '**General**' tab click '**Add**'.
- Navigate to **Japan** and select **Japanese** and **Microsoft IME** options.
- Click '**OK**', you should have those options in your list now (For Windows 10 go to **Start > Settings > Time and Language > Region and Language**, click **Add a language** and choose **Japanese**).
- Go to the **Language bar** tab in the same panel, and check **Docked in the Taskbar**.
- The language bar lets you select Japanese language by clicking on the EN, then switch to Japanese.
- Change the keyboard input then by clicking on the capital **A** and changing it to **“?”**.
- You should be typing in Japan now.
- If you load the **Onscreen keyboard** you should be able to see where the keys are and what your keyboard is set to.

NOTE: The article is applicable only to solve this issue in Windows virtual machine.

In case nothing helps, please contact Microsoft Support for the further assistance.

trademarks or registered trademarks of their respective owners.