

## Shift key is not working inside Windows computer connected by RDP

- 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**

**Shift** key is not working inside Windows computer connected via **RDP** from Windows virtual machine when switching from lowercase to uppercase.

## Resolution

As a first troubleshooting step enable **Optimize for games** keyboard option as it provides more precise way of handling modifiers buttons such as Shift, Alt, Ctrl:

- 1. Open the virtual machine configuration.
- 2. Go to **Hardware > Mouse & Keyboard** and change **Keyboard:** option to **Optimize for games**.

3. Try using <b>Shift</b> button in an RDP session.
If changing keyboard preferences of the virtual machine hasn't fixed the issue proceed further to create <b>Shift</b> to <b>Shift</b> shortcut in Parallels Desktop Preferences:
<ol> <li>Open virtual machine <u>configurations</u> &gt; Hardware tab &gt; Mouse &amp; Keyboard &gt; Open Shortcuts         Preferences &gt; Virtual Machines &gt; Windows virtual machine's name.</li> <li>Click on + button in order to add a shortcut. Add From: Shift To: Shift</li> </ol>
<b>NOTE:</b> you need to add the same shortcuts for all required modifier keys (CTRL, ALT, etc.)
If two previously provided solutions weren't effective, proceed with the solution below to alter <b>Shift</b> button

response timings.

Shutdown the virtual machine and open its <u>configuration</u>
 Switch to **Hardware** tab and choose **Boot Order** menu.

devices.kbd.end\_delay=10

3. Expand **Advanced Settings** menu and insert the following flag in the **Boot flags** box:

4. Close the configuration window and run the Windows virtual machine the check the results.	
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