



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.