

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
```

 ${\tt HKEY_LOCAL_MACHINE\SOFTWARE\Parallels\AppServerClient}$

◆ In 64bit Operating System:

```
{\tt HKEY\_CURRENT\_USER} \\ {\tt Software} \\ {\tt Parallels} \\ {\tt AppServerClient} \\
```

 $\verb|HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Parallels\AppServerClient|$

- 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.

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