

How to make Parallels Client for Mac run from a clean state.

• Parallels Remote Application Server

How to make **Parallels RDP Client** to run from a clean state after re-installation on **macOS**.

Symptoms

Parallels Client saves connection configuration even after the application is completely reinstalled on Mac.

Cause

Parallels Client configuration is stored in Users Library.

Resolution

To resolve this issue one needs to clean up the locations where configuration data is stored. There are 2 ways how-to perform it:

1. Using Terminal:

- Launch Terminal (Application > Utilities > Terminal)
- Copy this code to **Terminal**:

```
rm -rf ~/Library/Containers/com.2X.Client.Mac
```

- Press Enter
 - 2. Using Graphical Interface
- In Finder press Go > Go to Folder (CMD + Shift + G)
- Type ~/Library/Containers/ and press Enter
- Move com.2X.Client.Mac folder to Trash

Note: since macOS 11 **Finder** displays the name of the bundle (**Parallels Client**) instead of **com.2X.Client.Mac.**

If you are using macOS Big Sur or newer, please delete the folder Parallels Client.

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