



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**.