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 **Shift** button in an RDP session.

If changing keyboard preferences of the virtual machine hasn't fixed the issue proceed further to create **Shift** to **Shift** shortcut in Parallels Desktop Preferences:

1. Open virtual machine configurations **> Hardware** tab **> Mouse & Keyboard > Open Shortcuts Preferences >** Virtual Machines > Windows virtual machine's name.
2. Click on **+** button in order to add a shortcut. Add **From**:Shift **To**:Shift

NOTE: 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 **Shift** button response timings.

1. Shutdown the virtual machine and open its configuration
2. Switch to **Hardware** tab and choose **Boot Order** menu.
3. Expand **Advanced Settings** menu and insert the following flag in the **Boot flags** box:

```
devices.kbd.end_delay=10
```

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

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