Reinstalling Parallels Client for Windows

- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 18.1

In some cases, Parallels Client needs to be reinstalled from scratch to resolve various issues.

Please follow the steps below to reinstall the client and refresh its configuration:

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** and **2XSpool** folders:

6. Reboot the PC.

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