



Parallels client for MacOS improperly using numpad on specific keyboard

- Parallels Remote Application Server

Symptoms

- I have a keyboard without NumLock key, e.g. Apple Keyboard with Numeric Keypad
- Parallels Client is not able to utilize number keys (keypad) correctly while working in session. In 50% of time, client is sending directional commands, as if the arrow keys were pressed (number 4 = move left, number 6 = move right, etc.)

Resolution

On your Mac open Terminal and execute the following command:

```
defaults write com.2X.Client.Mac IgnoreNumLock -bool YES
```

NOTE: Should you need to revert the changes, execute this command:

```
defaults write com.2X.Client.Mac IgnoreNumLock -bool NO
```

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.