

Cannot undo changes using German keyboard layout. (CMD+Z) shortcut doesn't work.

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

Symptoms

- The preconfigured **Undo** shortcut (CMD+Z -> CTRL+Z) has no effect when the keyboard layout in the virtual machine (VM) is set to German.
- Z and Y keys are swapped (yet the Windows undo shortcut is still CTRL+Z).
- Changing the undo shortcut, mapping to CTRL+Y in Parallels Desktop Preferences > Shortcuts also had no effect. All other shortcuts are working fine.

Cause

Parallels Desktop application configures the virtual machine's shortcuts based on the user's physical location.

For example, for Germany Parallels Desktop will automatically set QWERTZ layout.

Resolution

To be able to use CTRL+Z shortcut to undo changes, please create a new CMD+Y -> CTRL+Y shortcut.

1. On Mac menu bar find **Devices** menu > **Keyboard** > **Customize...**
2. In the appeared **Preferences** window find your virtual machine in the **Virtual Machines** list, on the right side find '+' to add a new shortcut.
3. Create the shortcut so it would like on the screenshot below:
4. To apply changes press OK.