

Keyboard and mouse do not work in a Parallels Access remote session after upgrade to macOS 10.14

• Parallels Access

Symptoms

I've upgraded my macOS to Mojave and now I cannot use keyboard and mouse when I connect to my Mac via Parallels Access

Cause

This issue is currently under investigation at our development department.

Resolution

- 1. Click on the Apple logo in the left top and choose **System Preferences**
- 2. Click on **Security & Privacy** and switch to **Privacy > Accessibility**
- 3. Unlock settings if necessary
- 4. Choose Parallels Access at the right box and click on the minus [-] button to remove it from the list
- 5. Restart your Mac
- 6. Open **Applications** in Finder
- 7. Right-click on **Parallels Access.app** item
- 8. Select Show Package Contents
- 9. Navigate to **Contents > MacOS**
- 10. Drag'n'drop Parallels Access Agent.app to the apps list in the System Preferences > Security & Privacy > Privacy > Accessibility page.
- 11. Make sure that **Parallels Access Agent** item appeared in the list with a mark in the checkbox.

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