



Scanner isn't redirected to published app

- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.3

Symptoms

A scanner isn't redirected to the published app.

Cause

You are running Basic Parallels Client. To check, please click **Help** **About...** in its main window.

If you see **Parallels Client (Portable Mode)** there, it's Basic client that doesn't support Universal Scanning technology and can't redirect scanners:

Resolution

Please remove the Basic client and install the full version of Parallels Client:

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