

Application portal reports an app as already installed even if it's missing from /Applications/

• Parallels Device Management

Symptoms

Application portal reports an app as already installed even if it's missing from /Applications/

Cause

Some files related to the app still exist somewhere on the Mac.

Resolution

Check /Library/Logs/pmm_appindex_agent.log for records like these to discover the location of the files and remove them:

```
10-15 21:06:56.455 D/pmm_appindex_agent:23937:307/ New 'app' available
'/Users/kpavlov/Library/Mobile
Documents/com~apple~ScriptEditor2/Documents/MacInfov1.app/Contents/Info.plist'
id = com.apple.ScriptEditor.id.MacInfov1
version = 1.0
10-15 21:07:12.698 D /pmm_appindex_agent:23937:307/ New 'app' available
'/Users/kpavlov/Desktop/MacInfov1.app/Contents/Info.plist'
id = com.apple.ScriptEditor.id.MacInfov1
version = 1.0

or

04-24 09:52:57.063 D /pmm_appindex_agent:77:307/ New 'pkg' available
    '/private/var/db/receipts/com.ptc.PTC_FlexPLM_Config_TRAI.plist'
    id = com.ptc.PTC_FlexPLM_Config_TRAI
    version = 1.1
```

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