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## Creating in-app on-screen shortcut buttons for applications (for commands such as CTRL + ALT + DEL)

• Parallels Secure Workspace

## Symptoms

Some key combinations can not be entered in the Remote Desktop Session.

#### Cause

When entering a shortcut key on your keyboard, it is always processed in this order by the first level which recognizes/utilizes the keyboard combination:

- 1. By the operating system (OS).
- 2. By the browser.
- 3. By Parallels Secure Workspace.

If the OS or the browser are aware of the shortcut, they will not pass it down any further. This is why some shortcuts get picked up before they reach the Parallels Secure Workspace input.

For example, (most) browsers will pick up CTRL + W when you press this in a Workspace tab. The browser will close the Workspace tab, rather than send it to the remote application.

### Resolution

Try Google Chrome's "application mode": <u>Using Parallels Secure Workspace in Google Chrome's "Application mode" on Microsoft Windows</u>.

In addition, Parallels Secure Workspace has "On-screen keyboard shortcut buttons".

- 1. Go to **System Settings > Manage > Applications.** Click the **Shortcut Keys** button next to the application name.
- 2. On this page, click [Add].
- 3. Type the name of the button (this name will appear to users when they are using this application) and enter the key combination.

Here is a list of possible key combinations:

Name: the text shown on the keyboard button, e.g. Save, Refresh, Next page

Key Combination: **text** representing the key combination in one of following formats:

- ♦ Modifier + key
- ♦ Modifier + modifier + key
- Modifier + modifier + key
- 4. Click [Add] again to confirm.

This will only apply to new sessions.

To display the configured shortcut buttons after starting the application session, the user can either open the polygon or right-click the application name in the Workspace navigation pane, and click the keyboard shortcuts

icon. As soon as the user clicks the shortcut button, the key combination will be sent to the Remote Desktop Services (RDS) session.

Mind that if a user starts two different applications where **session merge** is enabled, **only the shortcut buttons defined for the first launched application** will be available.

#### **Possible modifiers:**

- ctrl
- shift
- alt
- altgr
- windows
- context

#### **Possible keys:**

- f1 f12
- a z
- 0 9
- space
- pageup, pagedown
- $\bullet$  end, home
- left, up, right, down
- printscreen
- insert
- delete
- esc
- backspace
- tab
- enter

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