



AltGr is not mapped to remote session on Macs

- Parallels Remote Application Server

Symptoms

AltGr key is not mapped to the Remote Desktop session, it behaves like a usual **Alt** key.

Cause

It's a known issue in Parallels RAS. The Engineering team is aware of it and is working on the fix.

Resolution

As a workaround, please press **Ctrl + ?** simultaneously instead of **AltGr**.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.