

Problem Reporting and Troubleshooting

- Parallels Remote Application Server

If you are experiencing an issue with Parallels Remote Application Server, you can search for a solution right from the RAS Console. If you can't find a solution, you can send a support request to Parallels.

This section describes how to accomplish these tasks.

Search for a Solution

To search for a solution from the RAS Console:

1. In the console, click **Help** on the main menu and choose **Troubleshooting and Request Support**.
2. The **Troubleshooting** dialog opens.
3. In the **Select Category** drop-down list, select a category you are having a problem with. The area in the middle of the dialog will be populated with a list of existing KB articles related to that category.
4. Click an article of interest to read in a web browser.
5. You can also click Knowledge Base or Forum links to go to the Parallels knowledge base or the Parallels forum.

Request Support

Note: A support request sent to Parallels creates a support ticket, which is then sent to Parallels Support.

If no articles are found for a given category or if you didn't find a solution for your problem, you can send a support request to Parallels. When you do, the collected logging information is retrieved and attached to the email, so that Parallels Support can analyze it.

Note: If you already have a request support ticket, you can send just a system report to Parallels with

Before you request support, please make sure that you have a mailbox setup in the RAS Console. If you haven't set up a mailbox yet, please do it as follows:

1. In the RAS Console, navigate to Administration / Mailbox Setup.
2. Enter your outgoing email server information, your email address, and the security/authentication information if needed.
3. You can send a test email by entering an email address in the field provided and clicking the **Send Test Email** button.

To send a support request to Parallels:

1. In the **Troubleshooting** dialog, click the Send Support Request button.
2. The **Contact Support** dialog opens.
3. Enter your **full name** and your **company name**.
4. Enter the **subject**. This will be used as a subject in the email that will be sent to Parallels Support.
5. In the Enter your query box, describe the issue the best you can.
6. Use the **Attachment** field to attach a file to the email. Click the [...] button to browse for a file. You can attach a picture or any other file that you think might help the Parallels Support to find a solution. Please note that the log files and the Parallels Remote Application Server settings are collected and attached to the email automatically, so you don't have to do it yourself.
7. In the drop-down list at the bottom of the dialog, select whether you want to send the email or save it

(including the automatically collected information) as a zip file.

8. Depending on the action selected in the previous step, click Send to send the email or Save to save it as a zip file on your local drive or a network folder.

Send a Report

If you already have a support request ticket, you can send just a system report to Parallels without creating a new ticket. To send a report:

1. In the console, click **Help** on the main menu and choose Upload System Report to Parallels.
 2. A dialog opens displaying the progress bar.
 3. Once the system report data is collected and sent to Parallels, a message box is displayed containing the report number.
 4. Click OK to finish.
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