



How to create a technical report in Parallels Access

- Parallels Access

Information

Technical data report consists of computer configuration information, log files and Parallels account & license information. Parallels Engineering and Support teams use this information to diagnose and troubleshoot reported issues. For more information about technical data report details please refer to [KB 114025](#).

Parallels Access has **two sides**: client side (iPhone, iPad, Android-based tablet or phone) and agent side (Mac or PC computer/laptop). Therefore while troubleshooting technical issues you may be requested to provide Parallels Support with **two technical reports**: from both agent and client sides (the order does not matter).

NOTE: Generating a Parallels Access Technical Data Report is not considered as request to Parallels Support.

How to send Technical Data Report?

Step 1. Submitting report on remote computer

1. Connect from the Parallels Access app on your mobile device to your computer (Mac or PC)
2. Reproduce the issue you are having.

NOTE: It is very important to generate a Technical Data Report ID as soon as the issue appears.

3. Click on the Parallels Access icon and choose **Send Technical Data...**
4. ◆ on a Mac:

◆ on a PC:

5. Wait for the report to be generated.
6. The Technical Data Report window will appear.

- ◆ Enter a short problem description.
- ◆ Enter your contact information (name and email address).
- ◆ Click Send Report.

on a Mac:

on a PC:

7. The Technical Data Report ID will appear.

◆ on a Mac:

◆ on a PC:

If Parallels Support asks you to send the report ID with "extended logging" or with "detailed log messages":

1. Open Parallels Access Preferences

on a Mac click on Parallels Access icon > **Settings...**

on a PC:

2. Enable Use **detailed log messages** option

on a Mac:

on a PC:

3. Reproduce the issue and generate report.

Step 2. Sending Technical Data on mobile device

For sending Technical Data on mobile device please refer to this article: [How to send Technical Data on mobile device in Parallels Access](#)

NOTE: For better convenience you may include one Technical Data ID into description of another report:

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