How to create a Problem Report ID for Parallels Transporter Agent

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition
- Parallels Transporter

INFORMATION

Problem Report ID's are used by Parallels Engineering and Support Teams during troubleshooting of reported issues. *Generating a Parallels Desktop Problem Report ID is not considered as request to Parallels Support and does not create a ticket for a Parallels Support Team member. If you need to open a customer service request, please visit: http://www.parallels.com/support/home/ to open a support ticket.*

Problem Reports do not include any personal or confidential data. For more information, refer to this article: 114025 What information is included in a Problem Report?

Please perform the following actions:

1. Launch Parallels Transporter Agent.
2. Reproduce migration failure.

   NOTE: It is very important to generate a Problem Report ID as soon as the issue appears.
3. Right-click on Parallels Transporter Agent upper window border and choose 'Report a problem...'

4. . Wait for the Problem Report to be generated.

5. The Problem Report window will appear.

   A. Enter a short problem description.

   B. Enter your contact information (name and email address).

   C. Click Send Report.

6. Wait for the problem report to be uploaded to Parallels server.

7. The **Problem Report ID** will appear.

NOTE: *Save the 9-digit Problem Report ID somewhere and provide it to the Support Team when submitting a ticket or replying to an existing one. Once the Support Team has your Problem Report ID they will be able to identify your report among others in the database. Without the report number, your report can't be processed.*

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