



How to collect logs for troubleshooting of a task sequence execution?

- Parallels Device Management

How to collect logs when a problem occurs BEFORE or during OS X image deployment:

If a Mac is started from a NetBoot image, but OS X deployment fails, you can collect the following information to troubleshoot it:

1. Log files on the Mac

- `/Library/Logs/pmm_tswizard.log`
- `/var/log/system.log`
- `/Library/Logs/DiagnosticReports`. This location may (or may not) contain crash reports. Search for the reports with “**pmm**” or “**pma**” at the beginning of their names.

NOTE: If OS X is not installed properly on a Mac, these logs will be removed after the Mac is restarted. Therefore you should save copies of these logs on a flash drive or a network drive (you can use SSH, if it was enabled in the source OS X from which the NetBoot image was created).

2. Problem report from the computer running Parallels Configuration Manager Proxy

Please follow this article in order to collect problem report: <http://kb.parallels.com/en/115528>

3. Problem report from the computer running Parallels NetBoot server

Please follow this article in order to collect problem report: <http://kb.parallels.com/en/115528>

How to collect logs when a problem occurs AFTER OS X image deployment (Parallels Mac Client is NOT installed)

1. Log files on the Mac

- `/var/log/install.log`

All available log files, which names begin with “**pmm**” or “**pma**” in `/Library/Logs`, including (but not limited to):

- ♦ `/Library/Logs/pmm_launchd_helper.log`
- ♦ `/Library/Logs/pmm_ts_executor.log`
- ♦ `/Library/Logs/pmm_tswizard.log`

2. Problem report from the computer running Parallels Configuration Manager Proxy

Please follow this article in order to collect problem report: <http://kb.parallels.com/en/115528>

3. Problem report from the computer running Parallels NetBoot server

Please follow this article in order to collect problem report: <http://kb.parallels.com/en/115528>

How to collect logs when a problem occurs AFTER OS X deployment (Mac client is installed)

If OS X image deployment and the Parallels Mac Client installation were both successful, but one or more other task sequence steps failed, you can collect problem reports from:

1. Parallels Mac Client,
2. Parallels Configuration Manager Proxy,
3. Parallels NetBoot server computers.

For the complete information, please see <http://kb.parallels.com/en/115528>.

Note: In the KB article, the information can be found in the following sections:

- How to send a Problem Report for Mac client; How to send a Problem Report if Mac client is in Secondary Site.
 - How to send a Problem Report for Configuration Manager Proxy.
 - How to send a Problem Report for NetBoot Server.
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