

# How to collect logs for troubleshooting Smart Card related issues

- Parallels Remote Application Server
- Parallels Remote Application Server 16.1
- Parallels Remote Application Server 15.5
- Parallels Remote Application Server 16.0

#### Setting up required logging

## **Publishing Agent**

- 1. Save <u>LogLevelSwitcher</u> tool on the machine where Publishing Agent installed and run it.
- 2. Choose **Publishing Agent** module.
- 3. Tick the **Debug** check box.
- 4. Set Log Level and Console Log Level to 6 (Debug Traces).
- 5. Click on **Set** button.

#### **Smart Card Redirector**

- 1. Choose **Smart Card Redirector** module.
- 2. Tick the **Debug** check box.
- 3. Set Log Level and Console Log Level to 6 (Debug Traces).
- 4. Specify **File Path** for Smart Card logs (e.g. *C:\scardredirector.txt*).
- 5. Click on **Set** button.
- 6. Go to services.msc and restart **RAS Publishing Agent** service.

## **Testing**

- 1. RDP directly to Publishing Agent machine (using **mstsc.exe** or 3rd party RDP client) and authenticate using smart card.
- 2. Attempt to obtain published application listing from Parallels Client using smart card authentication.
- 3. Ensure Publishing Agent and Smart Card Redirector log files setup aren't empty
- 4. Compress the logs and upload it on Parallels ftp share using link provided by Parallels Support representative.

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