

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 LogLevelSwitcher 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.