



How to enable and use the Helpdesk feature

- Parallels Remote Application Server

Information

Helpdesk feature allows users to send a Client problem report to a RAS administrator. In order to enable the feature, please follow these steps:

1. Open **Remote Application Server Console**.
2. Go to **Administration > Helpdesk** tab.
3. Mark the **Enable Helpdesk** checkbox and input an email address that will be used to receive Client reports.

Note: Currently only mobile RAS Clients support this feature. Support for desktop Clients will be added in a later release.

In order to send the report from the Client side:

1. From the application listing page go to **Help > Troubleshooting > Send technical data**.
2. Send the automatically created email, that contains required data.