



How to collect trace logs for Parallels MAC Client

- Parallels Mac Management 7.0
- Parallels Device Management

Information

Switch logging level to TRACE level:

1. Download attached pma_agent.log.zip and unpack it in the following directory on the Mac side

/Library/Logs/ (in the same directory where pma_agent.log is located).

2. Open terminal and execute:

sudo killall pma_agent

3. Reproduce the issue and collect Problem Report from MAC Computer.
-

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.