

## RAS Reporting Installation fails cause of insufficient permissions

• Parallels Remote Application Server

## **Symptoms**

Parallels RAS Reporting Service fails to install with the following error	or:
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The following record could be found in ReportingSetup.log in C:\ProgramData\Parallels\RASLogs\:

## Resolution

A registry key should be modified on the SQL Server where Parallels RAS Reporting Service is being installed.

To do this, process the following:

1. Open Registry Editor. To do right-click start menu and click Run:

2. At the opened window type <b>regedit</b>
3. Go to the following:
HKEY_LOCAL_MACHINE\SOFTWARE\Parallels\Setup\RASReporting or HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Parallels\Setup\RASReporting for x64 version 4. Change the "ViewingUser" value to the AD account that was specified in the SQL to view the reports.

5. <u>Install the Parallels RAS Reporting Service.</u>
5. Install the Parallels RAS Reporting Service.  © 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.
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