



How to send technical data in Parallels Desktop for Chrome OS Enterprise and Education Edition

- Parallels Desktop for Chrome OS Enterprise and Education Edition

If you already have an open ticket with Parallels Support and they requested technical data to be sent to Parallels or/and Google, follow the instructions below. If you don't have a ticket yet, please [create it](#) in Parallels My Account.

Important note: Sending technical data alone is not considered a support request.

Note: When sending data to the Parallels Support Team, we strongly advise you to send [Google feedback](#) along with a [technical report](#) as described below. For the cases when a virtual machine doesn't start, send [Google feedback](#).

Send technical data to Parallels

1. Reproduce the issue.
2. In the Windows image window, click the three vertical dots (ellipsis) menu in the upper right and choose **Troubleshooting > Send Technical Data**.

3. Wait for the data to be generated.
4. In the **Technical Data Report** dialog, type a description of the problem that you are experiencing.
5. To preview the report, click the **See Details** button. This opens a dialog where you can browse the report categories and see the data that was included in the report.

6. When done, click **Send Report**.

Send Google feedback

1. Reproduce the issue.
2. Press **Alt + Shift + i**.
3. Wait for the data to be generated.
4. In the **Send feedback to Google** dialog, type a description of the problem that you are experiencing and add a *#parallels* tag.
Note: If you already have an open ticket with Parallels Support, add its ID next to the tag.
5. Check **Include this screenshot and titles of open tabs** and **Send system and app information, and metrics** options.
6. When done, click **Send**.

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