

Collecting RAS Logs for VDI-related issues from the server.

- Parallels Remote Application Server

Parallels Support may request extended logs while troubleshooting complex issues related to VDI deployments

Follow the steps below to enable logging on the required components:

RAS Connection Broker.

1. In the registry editor go to

```
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Parallels\2XController
```

2. Modify the **DWORD** key called **LogLevel**. Assign it a decimal value of '4'. Click **OK**.
3. Create a new **DWORD** key called **MoreDetails**. Assign it a decimal value of 1. Click **OK**

Note: To apply these settings all you need to do is press apply from the console. You don't need to restart the publishing agent.

RAS Provider Agent

1. In the registry editor go to

```
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Parallels\VDSAgent
```

2. Modify the **DWORD** key called **LogLevel**. Assign it a decimal value of '4'. Click **OK**.

Note: One needs to restart RAS Provider Agent service for the changes to take effect.

RAS Guest Agent

1. In the registry editor go to

```
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Parallels\GuestAgent
```

2. Modify the **DWORD** key called **LogLevel**. Assign it a decimal value of '5'. Click **OK**.

Note: One needs to restart RAS Guest Agent service for the changes to take effect

RAS Logs Location

%ProgramData%\Parallels\RASLogs
