



Download logs from a Parallels Secure Workspace appliance

- Parallels Secure Workspace

Resolution

Log files can be very useful for the support team to investigate the cause of an issue.

It's possible to export log files from the **System Settings**.

At the top right, navigate to **Global > Troubleshoot**.

Select the **download-logs** action and pick the appropriate period (mind: these dates are in UTC, which is likely not your own time zone!).

Click [**Execute**] to generate the logs.

- Leave **Json output** set to **disabled** unless told otherwise.
- Provide the support team the .ZIP package you've originally downloaded, with the original name. Please don't rename or extract.

Note: If you have a cluster, you will see an overview of the nodes. You can select all the nodes to create one log package containing logs of all the nodes.

Troubleshoot

1. Select Action

Start typing to search

3 database-create-backup
database-list-backups
database-restore-backup
dig
download-logs
ldapsearch
ping

4 From date ?

2021-11-11T08:29:18

To date ?

2021-11-18T08:29:18

Json output

☐ Enabled

☒ Disabled

2. Execute Action

Clear

Select

A message will be shown that the logs are being exported. This may take some time.

2. Execute Action

download-logs

A zip containing all log files with entries between 2021-11-18T08:28:18 and 2021-11-18T08:29:18 is being prepared. When the preparation is complete, it will be available for download [here](#). Please note that this action might take a while.

Clear

Select

Click the download link. Then, download the logs (a ZIP file).

Index of /logs/[REDACTED]/aggregated/

../

[20211118T081117Z-\[REDACTED\]-aggre..>](#) 18-Nov-2021 08:11

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