

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**.

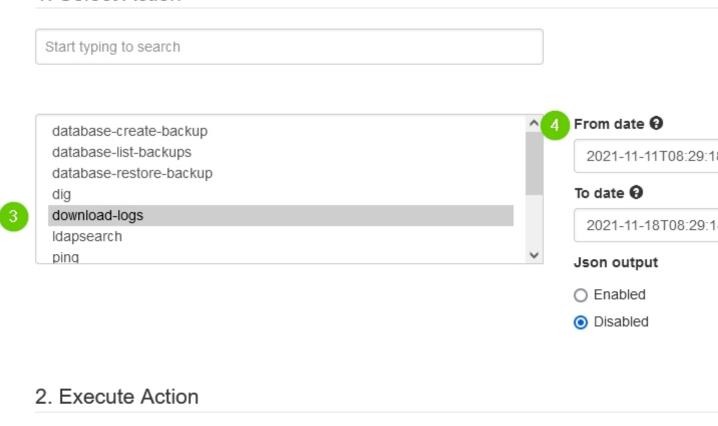
Select the **download-logs** action and pick the appropriate period (mind: these dates are in UTC, which is likely not your own time zone!).

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.

1. Select 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 prepar 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).





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