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## Unable to unzip Parallels Secure Workspace log files

• Parallels Secure Workspace

# Symptoms

An error occurs when trying to unzip the log files.

#### Cause

Parallels Secure Workspace is a Linux appliance. Some file names may contain characters that are not allowed to be used in a filename on Windows.

## Resolution

Use a different tool to unzip the log files, such as WinRAR.

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