



How to collect and send a Problem Report in Parallels Mac Management for Microsoft SCCM 2012

- Parallels Device Management

Information

The Parallels Mac Management reporting functionality helps you to gather system information for the Configuration Manager Proxy, Configuration Manager Console Extension, NetBoot Server and managed Mac computers. The collected information can then be sent to Parallels Support.

The following subsections describe how to use the Parallels Mac Management problem reporting tools and utilities.

How to send a Problem Report for Configuration Manager Proxy

You can send Problem Report using Windows Reporting Utility , even if Configuration Manager Proxy is not configured.

If you have several Configuration Manager Proxies (SCCM multi-site configuration) then you should gather Problem Reports from each Proxy separately using Windows Reporting Utility.

How to send a Problem Report for NetBoot Server

You can send Problem Report using Windows Reporting Utility, even if NetBoot Server is not configured.

How to send a Problem Report for Mac client

If your Mac is enrolled in SCCM and connected to the Configuration Manager Proxy then send Problem Report from Configuration Manager Console.

If your Mac is not registered yet or has some connection problem with the Configuration Manager Proxy then:

1. Go to the Mac and gather Problem Report manually.
2. Send Problem Report from the Configuration Manager Proxy using Windows Reporting Utility.

How to send a Problem Report if Mac client is in Secondary Site

If your Mac is enrolled in SCCM and connected to the Configuration Manager Proxy then:

1. Send Problem Report from Configuration Manager Console. It will gather information from Mac and the Primary Configuration Manager Proxy, Console Extension, NetBoot Server.
2. Go to server with the Secondary Configuration Manager Proxy and send Problem Report using Windows Reporting Utility.

If your Mac is not registered yet or has some connection problem with the Configuration Manager Proxy then:

1. Go to the Mac and gather Problem Report manually.
2. Send Problem Report from the Primary Configuration Manager Proxy using Windows Reporting Utility. It will gather information from the Primary Configuration Manager Proxy, Console Extension, NetBoot Server.
3. Send Problem Report from the Secondary Configuration Manager Proxy using Windows Reporting Utility. It will gather information from the Secondary Configuration Manager Proxy.

How to send a Problem Report from Configuration Manager Console

1. Open the Configuration Manager console
2. Navigate to the Mac you're having a problem with
3. Right-click it and select Parallels Management Tools > Send Problem Report
4. In the dialog, type a message that will be appended to the report and then click Send Report
5. After the problem report is sent to Parallels, a dialog will open displaying the report ID

If you would like to request help with the issue, you can submit a ticket to Parallels Support and include this report ID for reference.

The report will contain combined information gathered from the components:

- Configuration Manager Proxy
- Console Extension
- NetBoot Server
- selected Mac

How to send a Problem Report using Windows Reporting Utility

1. Go to Start > All Programs > Parallels > Parallels Mac Management for Microsoft SCCM
2. Click the Send Problem Report item
3. The Send Problem Report dialog opens and the data gathering process begins
4. Once the report is generated, a message is displayed in the dialog specifying a temporary location on the local hard drive where the report file was saved
5. Click the Send button to send the report to Parallels Support
6. After the report is sent, a message box containing the report ID is displayed

If you would like to request help with the issue, you can submit a ticket to Parallels Support and include this report ID for reference. The report file is automatically deleted from the temporary location after it was successfully send.

The report will contain combined information gathered from the components (if they installed on the machine):

- Configuration Manager Proxy
- Console Extension
- NetBoot Server

How to send a Problem Report using Mac OS X Reporting Utility

A reporting utility is installed on a Mac computer during the Mac client software installation.

1. Open System Preferences
2. Click Parallels Management (if your System Preferences are organized by categories, the widget is located in the Other category)
3. Click the Send Problem Report item

4. The Send Problem Report dialog opens and the data gathering process begins
5. Once the report is generated, a message is displayed in the dialog specifying a temporary location on the local hard drive where the report file was saved
6. If your Mac is registered and connected to the Configuration Manager Proxy then:
 - a. Click the Send button to send the report to the Configuration Manager Proxy (which will notify the IT administrator through the Problem Monitoring utility).
7. If your Mac is not registered or has some connection problem with the Configuration Manager Proxy then gather the information manually:
 - a. Copy log files (PmaProblemReport-2014*.tar.gz) from a temporary location into some place in order to send it to the IT administrator by e-mail.
 - b. Click the Cancel button (the report file will be deleted from the temporary location).

The report will contain information gathered from a Mac.

How to use Problem Monitor for sending Problem Reports

The problem monitor runs in the background with a notifier in the Windows taskbar notification area (also called the "system tray"). It receives problem report notifications from the Configuration Manager Proxy and notifies the IT administrator when the reports are available. The following list describes how the monitor interacts with the Configuration Manager Proxy and the administrator:

1. If there's a problem with Parallels Mac Management, the Configuration Manager Proxy generates a report, saves it to a local file, and sends a notification to the problem monitor that a new report is available.
 2. The problem monitor receives the notification and displays a balloon tip in the notification area informing the administrator of a new report.
 3. The administrator can open the problem report list, which is populated with the names of the available reports and some basic info about them.
 4. The administrator can then send a report to Parallels Support, delete it, or close the list and return to it later.
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