How to send a support request from Parallels Remote Application Server Console

- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.1

Information

In order to submit support requests from RAS Console Mailbox shall be set up first. To do so, in the **RAS Console > Administration > Mailbox Setup >** insert required credentials:

Submitting Support Request

- Click on **Help > Troubleshooting**
- At the opened window click **"Send Support Request"**
- Fill the form (subject and description of the problem), attach log files, screenshot of the error, etc.
- Click on **Send**. You'll see the following prompt:

♦ Once Support Request will be submitted, you'll receive a confirmation on your email

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