

How to collect logs and crash dumps from HALB appliance?

- Parallels Remote Application Server

Symptoms

How to collect trace logs and crash dumps from HALB appliance?

Installing and enabling SSH server

1. Login to appliance directly;

- ◆ to login directly you should switch console by pressing **ALT+F1**.
- ◆ Specify user: **root** and password (default password is **Pa\$\$w0rd**);

Note: ensure you use the number **"0"**, not letter **"o"** for the Password. Default password can be changed following [this](#) article.

2. Execute the following commands to install openssh-server:

```
apt-get update
apt-get install openssh-server
```

3. Enable SSH:

- ◆ execute the following command to open ssh config:

```
nano /etc/default/ssh
```

- ◆ change string:

```
ENABLED="0"
```

```
to
```

```
ENABLED="1"
```

- ◆ press **CTRL+O** to save the changes

Note: ensure you use the letter **"o"**, not number **"0"**

- ◆ press **Enter** to leave the file name unchanged
- ◆ press **CTRL+X** to close nano editor

4. Restart SSH executing the following command:

```
service ssh restart
```

Enabling Logging

1. In Parallels Remote Application Server Console navigate to **Farm > HALB >** in the right pane switch to **Devices** tab > right-click the HALB device > **Enable logging** > hit **Apply**.

Note: if logging is already enabled, disable it, hit **Apply**, enable it and hit **Apply** again.

Logs can be collected right-clicking on the HALB device > **Request Log**

Enabling crash dump collecting

To make appliance to collect crash dumps, the following should be done:

1. Login to appliance directly or using ssh;

Note: to login directly you should switch console by pressing **ALT+F1**.

2. Execute the following command to enable crash dump collecting:

```
ulimit -c unlimited
```

3. Restart the appliance VDSAgent service executing the following command:

```
service 2XHALBAgent restart
```

Note: to disable crash dump collecting, the following command should be executed:

```
ulimit -c 0  
service 2XHALBAgent restart
```

Next time the crash of 2XHALBAgent occurs, dump will be collected here: **/var/opt/Parallels/cwd/core**.

Collecting files from Linux Appliance:

To get the dumps from HALB Appliance download [WinSCP](#) tool and do the following:

1. Extract the files and launch **WinSCP.exe**.
2. In the **Session** pane specify Linux Appliance IP address, username and password and click **Login**.

Note: we recommend copying the whole **"/var/opt/Parallels"** folder to ensure that all required files are collected.

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