

## Failed to get reports list

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

## Symptoms

- While clicking on **Test Connection (Console > Administration > Reporting)** the following error occurs:

Required firewall ports are opened.

- You are using SQL Server 2008 R2.
- **RASReportingLog.txt** (dir *C:\Program Files (x86)\Parallels\RAS Reporting*) contains the following entries:

```
[E 37/00000000] ma nov 07 17:43:34 2016 - Exception at SendReportListReply - The request
[E 37/00000000] ma nov 07 17:43:34 2016 - Failed Get Report List
```

## Cause

Known issue in Microsoft SQL 2008 R2

## Resolution

SQL should be updated to at least **2008 R2 SP1** (can be updated to **SP2** or **SP3** as well).

**Note:** When installing Service Pack, you should specify the instance. So if you already have **SP 1** (or higher) installed, please run the update again and specify **RASREPORTING** instance.

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