

Gathering RAS logs for issues investigation

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

In most cases, to investigate the issue faster and provide the optimal solution, Parallels Support needs the logs from the affected RAS environment. Please apply the following instructions on the **Publishing Agent** server to collect it:

1. Open Parallels Remote Application Server Console > in top menu navigate to **Help > Troubleshooting and Request Support...**:
2. In the opened **Troubleshooting** dialog, click on **Send Support Request** button:
3. In the **Contact Support** dialog, fill the fields select **Save Zip file**, and click on the **Save** button:

Note: Since v18.1, this option called Save tar.gz file

Specify the location to save the resulting RASAttachment.zip file (starting from v18.1, this file is called **RASReports.tar**) :

Note: Depending on the size of the installation, it may take several minutes to generate the RASAttachment.zip file.

For v18.1 onwards:

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