



Collecting Crash Dumps of Parallels Client for Windows

- Parallels Remote Application Server

Information

In case of Parallels Client crash, to investigate the issue it is required to gather both minidumps and full user-mode dumps of faulting processes. Please follow the steps below to collect it:

Collecting user-mode minidump files

Parallels Client minidumps stored in the following directory:

%AppData%\2XDumps

Compress and provide corresponding files to Parallels Support representative.

Collecting user-mode full dumps

1. Download [client-crash-dump.reg](#) file onto the PC.
2. Execute the registry file to import and apply the keys from it.
3. Reproduce the issue with Parallels Client crash.
4. Open the folder ***%LOCALAPPDATA%\CrashDumps***
5. Compress dmp files collected and provide it to Parallels Support representative.

Reverting changes

To revert from full dump to mini-dump, download [client_crash_dump_revert.bat](#) and execute it as administrator

Further details on gathering full user-mode dumps

The attached files in this article contains the following settings:

client-crash-dump.reg

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Windows Error Reporting\LocalDumps]
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Windows Error
Reporting\LocalDumps\AppServerClient.exe]"DumpType"=dword:00000002
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Windows Error
Reporting\LocalDumps\TSClient.exe]"DumpType"=dword:00000002
```

client_crash_dump_revert.bat

```
REG DELETE "HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Windows Error
Reporting\LocalDumps\AppServerClient.exe" /f
REG DELETE "HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Windows Error
Reporting\LocalDumps\TSClient.exe" /f
```

More detailed information on collecting user mode dumps available [here](#)
