



RAS Reporting Installation fails cause of insufficient permissions

- Parallels Remote Application Server

Symptoms

Parallels RAS Reporting Service fails to install with the following error:

The following record could be found in ReportingSetup.log in C:\ProgramData\Parallels\RASLogs\:

Resolution

A registry key should be modified on the SQL Server where Parallels RAS Reporting Service is being installed.

To do this, process the following:

1. Open Registry Editor. To do right-click start menu and click Run:

2. At the opened window type **regedit**

3. Go to the following:

HKEY_LOCAL_MACHINE\SOFTWARE\Parallels\Setup\RASReporting

or HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Parallels\Setup\RASReporting for x64 version

4. Change the "ViewingUser" value to the AD account that was specified in the SQL to view the reports.

5. Install the Parallels RAS Reporting Service.

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