|| Parallels[®]

How to send technical data in Parallels Desktop for Chrome OS Enterprise and Education Edition

• Parallels Desktop for Chrome OS Enterprise and Education Edition

If you already have an open ticket with Parallels Support and they requested technical data to be sent to Parallels or/and Google, follow the instructions below. If you don't have a ticket yet, please <u>create it</u> in Parallels My Account.

Important note: Sending technical data alone is not considered a support request.

Note: When sending data to the Parallels Support Team, we strongly advise you to send <u>Google feedback</u> along with a <u>technical report</u> as described below. For the cases when a virtual machine doesn't start, send <u>Google feedback</u>.

Send technical data to Parallels

- 1. Reproduce the issue.
- 2. In the Windows image window, click the three vertical dots (ellipsis) menu in the upper right and choose **Troubleshooting > Send Technical Data**.

- 3. Wait for the data to be generated.
- 4. In the **Technical Data Report** dialog, type a description of the problem that you are experiencing.
- 5. To preview the report, click the **See Details** button. This opens a dialog where you can browse the report categories and see the data that was included in the report.

6. When done, click Send Report.

Send Google feedback

- 1. Reproduce the issue.
- 2. Press Alt + Shift + i.
- 3. Wait for the data to be generated.
- 4. In the **Send feedback to Google** dialog, type a description of the problem that you are experiencing and add a *#parallels* tag.

Note: If you already have an open ticket with Parallels Support, add its ID next to the tag.

- 5. Check **Include this screenshot and titles of open tabs** and **Send system and app information, and metrics** options.
- 6. When done, click **Send**.

^{© 2024} Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.