|| Parallels[®]

Single Server Installation and Configuration of Parallels RAS Reporting Service with SQL Server 2022 and Microsoft SSRS 2022

- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 18.2
- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 18.1
- Parallels Remote Application Server 19.2

In this article, we are going to review the setup process of Parallels Remote Application Server Reporting Service, which requires Microsoft SQL Server Reporting Services (SSRS) and uses SQL Server Express Edition installed on one separate host.

Pre-requisites

- 1. Create a dedicated Active Directory account that will be used to view the reports called *rasreportingview*
- 2. Make sure that the account which will be used for Microsoft SQL Server and Reporting Services installation is a domain account and has local administrative permissions on the RAS Reporting server. If required, add the account to the local Administrators group manually or using Group Policies.
- 3. The same domain account from step 2 can be used for both SQL Server and SSRS deployment and configuration (make sure you assign an SQL Administrator role).
- 4. Microsoft .NET Framework 3.5 and 4.5 (or higher) are installed on the RAS Reporting server.

Microsoft SQL Server Installation and Configuration

Installation

If you are planning to use SQL Server 2022 Express Edition, make sure you install the latest version. The installer can be downloaded at <u>https://www.microsoft.com/en-us/download/details.aspx?id=104781</u>.

To install Microsoft SQL Server:

1. Launch the installer and select Download Media:

sql Server 2022 Express Edition

Select an installation type:

Basic

Select Basic installation type to install the SQL Server Database Engine feature with default configuration.

Custom

Select Custom installation type to step through the SQL Server installation wizard and choose what you want to install. This installation type is detailed and takes longer than running the Basic install.

Download Med

Download SQL Server setu now and install them later machine of your choice.

SQL Server transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help the product. To learn more about data processing and privacy controls, and to turn off the collection of this information after installation documentation

2. In the "Which package would you like to download" section, select Express Core:

sql Server 2022 Express Edition

Specify SQL Server installer download

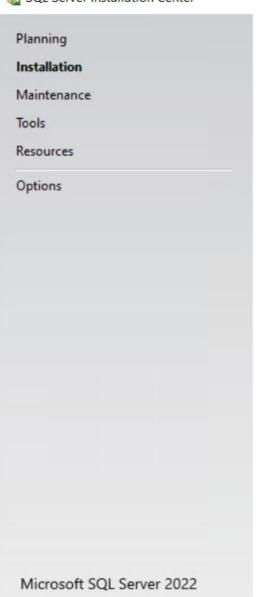
Engl	ish 🗸
wню	CH PACKAGE WOULD YOU LIKE TO DOWNLOAD?
0	Express Core (266 MB) SQL Server Engine only
0	Express Advanced (544 MB) SQL Server Engine, Full Text Services, and Reporting Services
0	LocalDB (60 MB) Lightweight version of Express Edition with all of its programmability features, but runs in user mode
Or, g	o to the Microsoft Azure portal to provision SQL Server in the cloud
SELE	CT DOWNLOAD LOCATION *:
C:\U	sers\Public\Downloads Browse
	Close < Previous Do

3. Specify the download folder and click **Download** to save the SQLEXPRx64.msi file.

- 4. Run the **SQLEXPRx64.msi** installer.
- 5. Select a temporary folder to save installer binaries:

Choose Directory F	or Extracted Fil	es	\times
Choose Directory Fo			
Ok	Cancel	Browse	

🐮 SQL Server Installation Center



New SQL Server standalone installation or add features to an existing instal

Launch a wizard to install SQL Server 2022 in a non-clustered environment features to an existing SQL Server 2022 instance.



Install SQL Server Reporting Services

Launch a download page that provides a link to install SQL Server Reportin internet connection is required to install SSRS.



Install SQL Server Management Tools

Launch a download page that provides a link to install SQL Server Manager SQL Server command-line utilities (SQLCMD and BCP), SQL Server PowerS SQL Server Profiler and Database Tuning Advisor. An internet connection is install these tools.



Install SQL Server Data Tools

Launch a download page that provides a link to install SQL Server Data Too provides Visual Studio integration including project system support for Mic SQL Database, the SQL Server Database Engine, Reporting Services, Analysi Integration Services. An internet connection is required to install SSDT.



Upgrade from a previous version of SQL Server

Launch a wizard to upgrade a previous version of SQL Server to SQL Server <u>Click here to first view Upgrade Documentation</u>

6. In the SQL Server Installation Center, click on New SQL Server stand-alone installation or add

features to an existing installation.

7. On the License Terms page, accept the license terms:

License Terms

To install SQL Server 2022, you must accept the Microsoft Software License Terms.

License Terms	SQL Server 2022 Express Edition
Global Rules	· · · · · · · · · · · · · · · · · · ·
Microsoft Update	YOU MUST ACCEPT THE SOFTWARE LICENSE TERMS. SEE BELOW.
Product Updates	read the full license terms provided at (aka.ms/useterms).
Install Setup Files	•
Install Rules	DATA COLLECTION. The software may collect information about you
Azure Extension for SQL Server	use of the software and send that to Microsoft. Microsoft may use this
Feature Selection	information to provide services and improve Microsoft's products and Your opt-out rights, if any, are described in the product documentation
Feature Rules	features in the software may enable collection of data from users of y
Feature Configuration Rules	applications that access or use the software. If you use these features
Installation Progress	data collection in your applications, you must comply with applicable
Complete	including getting any required user consent, and maintain a prominent policy that accurately informs users about how you use, collect, and sk data. You can learn more about Microsoft's data collection and use in product documentation and the Microsoft Privacy Statement at https://go.microsoft.com/fwlink/2LinkId=521839. You agree to complete
	I accept the license terms and <u>Privacy Statement</u>
	SQL Server transmits information about your installation experience as well as other usage performance data. Azure Arc connection also transmits the configuration data to allow you and protect your SQL Server instance using Azure Portal and services. To learn more about processing and privacy controls, and to turn off the collection of certain information, see the <u>documentation</u> .

< Back Next >

8. On the Microsoft Update page, if required, select Use Microsoft Update to check for updates:

Microsoft Update

Use Microsoft Update to check for important updates

License Terms Global Rules Microsoft Update Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Feature Configuration Rules Installation Progress Complete	Microsoft Update offers security and other important updates for Windows and other software, including SQL Server 2022. Updates are delivered using Automatic Updates, the Microsoft Update website. Use Microsoft Update to check for updates (recommended) <u>Microsoft Update FAQ</u> <u>Microsoft Privacy Statement</u>

< Back

Next >

9. On the Install Rules page, click Next

Install Rules

Setup rules identify potential problems that might occur while running Setup. Failures must be corrected before Setup can continue.

License Terms	Operation	completed. Passed: 4. Failed 0. Warning 1.	Skipped 0.	
Global Rules				
Microsoft Update				
Install Setup Files	Hide det	ails <<		
Install Rules	View detai	iled report		
Azure Extension for SQL Server				
Feature Selection	Result	Rule		Status
Feature Rules		Machine Learning Server shared feature suppo	ort	Passed
Instance Configuration		Consistency validation for SQL Server registry	keys	Passed
Server Configuration	Image: A start of the start	Computer domain controller		Passed
Database Engine Configuration	1	Windows Firewall		Warning
Feature Configuration Rules		Microsoft .NET Framework 4.7.2, or newer, is r	equired	Passed
Installation Progress Complete				
			< Back	Next >

10. On the Azure Extension for SQL Server page, uncheck Azure Extension for SQL Server.

Azure Extension for SQL Server

Azure Extension for SQL Server is required to enable Microsoft Defender for Cloud, Purview, and Azure Active Directory.

License Terms Global Rules Microsoft Update Install Setup Files Install Rules	Azure Extension for SQL Server Use Azure Login	To install Azure extension for SQL Server, provide g account or a service principal to authenticate the s instance to Azure. You also need to provide the Su Resource Group, Region, and Tenant ID where this registered. For more information for each paramet https://aka.ms/arc-sql-server.
Azure Extension for SQL Serv	O USE AZure Eugin	
Feature Selection	Use Service Principal	
Feature Rules Instance Configuration	Azure Service Principal ID*	
Server Configuration	Azure Service Principal Secret*	
Database Engine Configuration		
Feature Configuration Rules		
Installation Progress		
Complete	Azure Subscription ID*	
	Azure Resource Group*	
	Azure Region*	
	Azure Tenant ID*	
	Proxy Server URL (optional)	

< Back

Next >

11. On the Feature Selection page, select only Database Engine Services.

Feature Selection				
Select the Express features to in	istall.			
License Terms Global Rules Microsoft Update Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	€ Looking for Reporting Service Features: Database Engine Services SQL Server Replication Shared Features Redistributable Features		Feature description Feature description Includes the Data for storing, proce Database Engine and rapid transact Prerequisites for s Already installed Windows Por To be installed fr Microsoft Vis Disk Space Requin Drive C: 994 MB	abase Engine, th essing and secu provides contra- ction processing selected feature werShell 3.0 or l om media: sual C++ 2017 R
	Select All Unselect All Instance root directory: Shared feature directory:	C:\Program Files\Mid	crosoft SQL Server\	
	Shared feature directory (x86):	C:\Program Files (x86	6)\Microsoft SQL S	erver\ Next >

12. On the **Instance Configuration** page, under **Named instance**, either leave the default SQLEXPRESS or enter the custom name (in upper case). Here, **RASREPORTING** will be used:

Instance Configuration

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

License Terms Global Rules	O Default instance	D. CDCD COTING			
Microsoft Update	Named instance: *	RASREPORTING			
Install Setup Files					
Install Rules	Instance ID:	RASREPORTING			
Azure Extension for SQL Server					
Feature Selection					
Feature Rules	SQL Server directory:	C:\Program Files\Mic	rosoft SQL Server\MS	SQL16.R	ASREPORTING
Instance Configuration Server Configuration	Installed instances:				
Database Engine Configuration	Instance Name	Instance ID	Features	Edition	n
Feature Configuration Rules					
Installation Progress					
Complete					
			< B:	ack	Next >

12. On the **Server Configuration** page, specify accounts, which will be running SQL Server services - services should be set to start automatically. We will use default accounts:

Server Configuration

Specify the service accounts and collation configuration.

License Terms	Service Accounts Collation		
Global Rules	Microsoft recommends that you u	use a separate account for each	SOL Server service
Microsoft Update			
Install Setup Files	Service	Account Name	Password S
Install Rules	SQL Server Database Engine	NT Service\MSSQL\$RAS	A
Azure Extension for SQL Server	SQL Server Browser	NT AUTHORITY\LOCAL	A
Feature Selection			
Feature Rules	Grant Perform Volume Mainter	nance Tasks privilege to SQL Se	rver Database Engine
Instance Configuration		ile initialization by avoiding zero	
Server Configuration	to information disclosure by al	lowing deleted content to be ac	cessed.
Database Engine Configuration	Click here for details		
Feature Configuration Rules			
Installation Progress			
Complete			
		< Bac	k Next >

13. On the Database Engine Configuration page, add

- - ◊ NT Authority\System
 - Obmain account that will be used for viewing reports (e.g., rasreportingview used in RAS Reporting by default)

Database Engine Configuration

Specify Database Engine authentication security mode, administrators, data directories, TempDB, Max degree of parallelism, Memory limits, and Filestream settings.

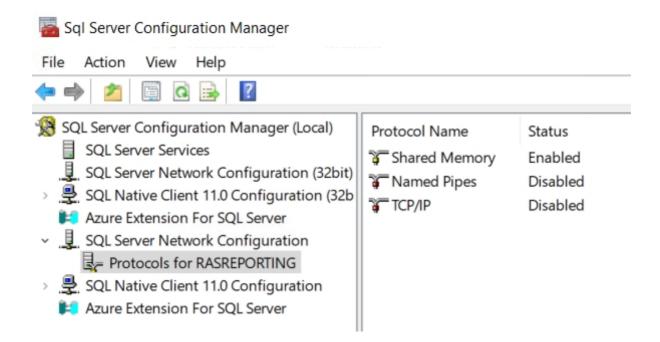
License Terms	Server Configuration	Data Directories	TempDB	Memory	User Instances	FILESTREAM
Global Rules	jj	Data Directories	icinpob	wiemory	User instances	TILLSTILLAW
Microsoft Update	Specify the authent	ication mode and	administra	tors for the	Database Engin	e.
Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration	Specify the passwor	tication mode L Server authentica			-	
Server Configuration	Enter password:					
Database Engine Configuration Feature Configuration Rules	Confirm password: Specify SQL Server a	administrators —				
Installation Progress Complete	ras\admin (admin) ras\rasreportingviev NT AUTHORITY\SYS	w (rasreportingviev STEM (SYSTEM)	v) emove		erver administra s to the Databas	
					< Back	Next >

- 14. Click Next.
- 15. On the **Complete** page, click **Close** once the installation is finished.

SQL Server Remote access Configuration

To enable remote connections to the SQL Server instance, you need to enable TCP/IP and set port 1433 for all IP addresses:

1. Open Start > SQL Server 2022 Configuration Manager and go to SQL Server Network Configuration > Protocols for <Instance-name> (e.g. Protocols for RASREPORTING):



2. Right-click on TCP/IP, choose Properties, and set the Enabled option to Yes:

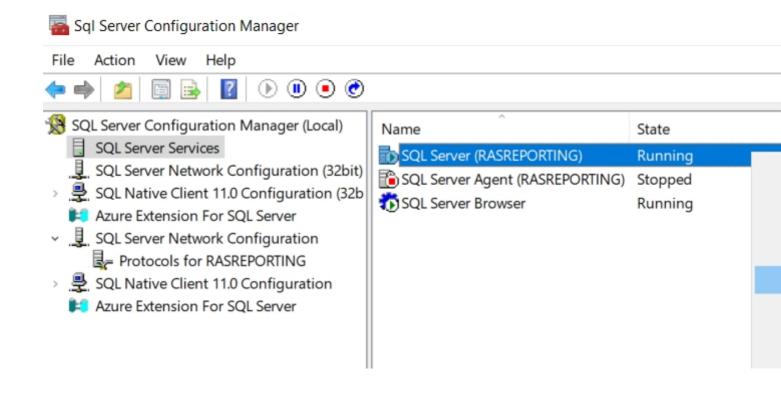
? ×

General		
Enabled	Yes	
Keep Alive	Yes	
Listen All	No	

3. Select the IP Addresses tab. In the IPAll section, set TCP Dynamic Ports to blank and TCP Port to 1433:

	Enabled	No	^
	IP Address	11.11.11.9	
	TCP Dynamic Ports	0	
	TCP Port		
Ξ	IP5		
	Active	Yes	
	Enabled	No	
	IP Address	::1	
	TCP Dynamic Ports	0	
	TCP Port		
Ξ	IP6		
	Active	Yes	
	Enabled	No	
	IP Address	127.0.0.1	
	TCP Dynamic Ports	0	
	TCP Port		
Ξ	IPAII		
	TCP Dynamic Ports		
	TCP Port	1433	~

4. Restart the SQL Server instance by right-clicking it and choosing **Restart**.



Note: Remote connections are enabled by default in SQL Server 2022. To verify this setting, check the **Allow remote connections to this server** option as described in the SQL Server Configuration Using Management Studio section below.

SQL Server Management Studio Installation

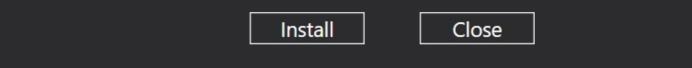
Download the latest SQL Server Management Studio (SSMS) at

https://learn.microsoft.com/en-us/sql/ssms/download-sql-server-management-studio-ssms?view=sql-server-ver16#download-

1. Run as Administrator the SSMS-Setup-ENU.exe installer.

	RELEASE 19.1 Microsoft SQL Server Management with Azure Data Studio	Studio
Welcor	ne. Click "Install" to begin.	
Location:		
C:\Program	Files (x86)\Microsoft SQL Server Management Studio 19	Change
	I the "Install" button, I acknowledge that I accept the <u>Privacy Sta</u> e Terms for <u>SQL Server Management Studio</u> and <u>Azure Data Stud</u>	
SOL Server M	Anagement Studio transmits information about your installation experience, a	s well as other

SQL Server Management Studio transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about data proces and privacy controls, and to turn off the collection of this information after installation, see the <u>documentation</u>



2. On the Welcome page of the installation wizard, click **Install**. The installation is automatic and require **Restart** in the end.

Microsoft SQL Server Reporting Services Installation and Configuration

Installation

SQL Server Reporting Services 2022 is a separate component available at <u>https://www.microsoft.com/en-us/download/details.aspx?id=104502</u>

To install SSRS:

- 1. Download the SQLServerReportingServices.msi installer and run it as administrator.
- 2. Click Install Reporting Services

Microsoft SQL Server 2022 Reporting Services

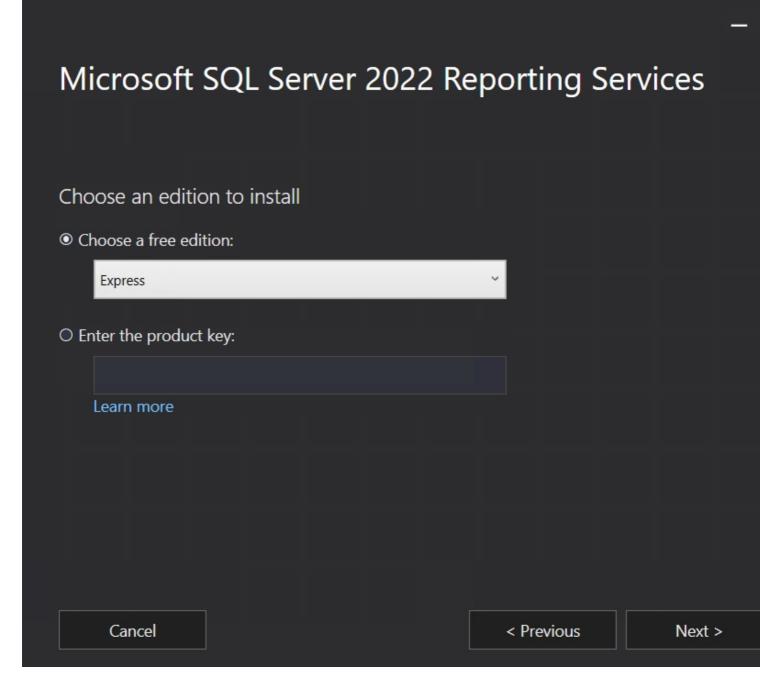
Welcome

Install Reporting Services

SQL Server Reporting Services transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about SQL Server Reporting Services data processing and privacy controls, please see Privacy Statement. Learn how to opt ou of collection here.

3. If you install SSRS and SQL Server on the same machine, you could pick **Express** (1GB maximum memory used by the database engine. 10GB maximum database size. 1MB maximum buffer cache. CPU the lesser of one (1) socket or four (4) cores).

4. Click Next:



5. Accept the license terms on the **Review the license terms** page and click **Next**:

Microsoft SQL Server 2022 Reporting Services

Review the license terms

MICROSOFT SOFTWARE LICENSE TERMS

MICROSOFT SQL SERVER 2022 EXPRESS

These license terms are an agreement between you and Microsoft Corporation (or one of its affiliates). They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft services or software updates (except to the extent such services or updates are accompanied by new or additional terms, in which case those different terms apply prospectively and do not alter your or Microsoft's rights relating to pre-updated software or services). **IF YOU COMPLY WITH THESE LICENSE TERMS, YOU HAVE THE RIGHTS BELOW FOR EACH SERVER YOU PROPERLY LICENSE. BY USING THE SOFTWARE, YOU ACCEPT THESE TERMS. IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARE. INSTEAD, RETURN IT TO THE RETAILER FOR A REFUND OR CREDIT. If you cannot obtain a refund there, contact Microsoft or the Microsoft affiliate serving your**

✓ I accept the license terms		
Cancel	< Previous	Next >

6. On the Install Database Engine page, click Next.

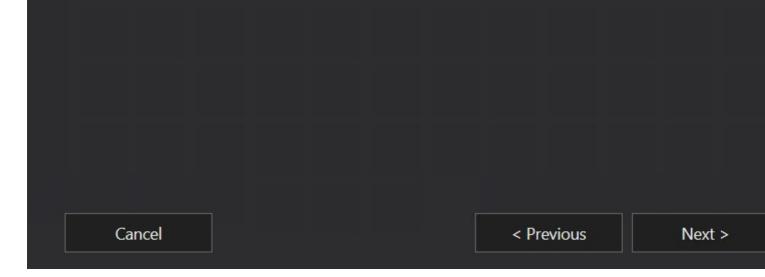
Microsoft SQL Server 2022 Reporting Services

Install Database Engine

You'll need an instance of SQL Server Database Engine to store the report server database.

Install Reporting Services only

You'll need to have or install a Database Engine instance on this server or on a different server. Learn more about supported Database Engine versions and editions



6. On Specify an install location page, leave all by default and click Install:

Microsoft SQL Server 2022 Reporting Services

Specify an install location

Install location					
C:\Program Files\Micros	soft SQL Server Re	eporting Services		D Browse	
Cancel			< Pro	evious	Install

7. On the Setup completed page, click Configure report server.



Configuration

- 1. Locate and launch Report Server Configuration Manager.
- 2. Click on the **Connect** button:

Report Server Configuration Manager

E Server			
Service Account			
Web Service URL			
🗍 Database	Report Server Connection Conf	guration	×
Web Portal URL	Report Server Conne	ction	
🚔 E-mail Settings	Please specify a server name, cl instance to configure.	ick the Find button, and select a report s	erver
Execution Account	Server Name:	RASSQL	Find
R Encryption Keys	Report Server Instance:	SSRS	~
🖹 Subscription Settings			
	ø	Conne	ect Cancel
Ø			

- 3. Once connected, in the left pane, click on Web Service URL and set the following:
- Virtual Directory: Make sure that the directory name is "ReportServer_RASREPORTING". If you used a different name for the SQL Server instance, you should use that name instead of the "RASREPORTING" part.

Apply

• Make sure the TCP port is set to **8085** and click **Apply**:

	Report	Server	Configuration	Manager
--	--------	--------	---------------	---------

	클 Connect	Web Service URL		
l	RASSQL\SSRS			
	Service Account	Configure a URL us instance, or to spec	sed to access the Report Server. Click Advanced to define multip cify additional parameters on the URL.	ole URLs for a single Report
	2 Web Service URL	Report Server Web Service Vir Virtual Directory:	tual Directory ReportServer_RASREPORTING	
l	📙 Database	Report Server Web Service Site	e identification	
l		IP Address:	All Assigned (Recommended)	
l	Web Portal URL	TCP Port:	8085	
l	🚖 E-mail Settings	HTTPS Certificate:	(Not Selected)	
l		HTTPS Port:	(vot selected)	Advanced
l	Execution Account			
l	Recryption Keys	Report Server Web Service UR	ls	
l	14 crici (positive) p	URLs:	http://RASSQL:8085/ReportServer_RASREPO	
l	Subscription Settings			
l				
l				
l				
l				
l				
l		Results		
		3:50:18.4220 Reserving un	1 http://+:8085	
		03:50:19.0815 Stopping rep	oort server "SQLServerReportingServices" on RASSQL.	
		03:50:19.9932 Starting repo	ort server "SQLServerReportingServices" on RASSQL.	
		The task completed successf	ully.	Co
	0			Apply

4. Go to **Web Portal URL** and set Virtual Directory to **Reports_RASREPORTING**. If you used a different name for the SQL Server instance, you should see that name instead of the "RASREPORTING" part. Then click Apply.

Report Server Configuration Manager	RASSQL\SSRS	-
Report Server Configuration	on Manager	
2 Connect	Web Date UD	
TRASSQL \SSRS	Web Portal URL	
💐 Service Account	Configure a URL to access Web Portal. Click Advanced to define multiple URLs, or to sp the URL.	ecify additional p
🔊 Web Service URL	Web Portal Site Identification Virtual Directory: Reports_RASREPORTING	
🔰 Database	URLs: <u>http://RASSQL:8085/Reports_RASREPORTING</u>	Advanc
See Portal URL		
🚖 E-mail Settings		
Kecution Account		
Encryption Keys		
Subscription Settings		
	Results	
	03:52:18.8795 Creating virtual directory Reports_RASREPORTING	
	03:52:24.0578 Reserving url http://+:8085	
	03:52:24.5317 Stopping report server "SQLServerReportingServices" on RASSQL.	
	03:52:25.4476 Starting report server "SQLServerReportingServices" on RASSQL.	
	The task completed successfully.	
Ø		Apply

- 5. Click on Database to set up a database on the SQL host, click Change Database.6. Choose Create a new report server database and click Next.

Change Database Choose whether to create or co	nfigure a report server database.	
Action	Select one of the following options to create an empty report server database or select	
Database Server	an existing report server database that has content you want to use.	
Database		
Credentials	Select a task from the following list:	
Summary		
Progress and Finish	 Create a new report server database. Choose an existing report server database. 	
Ø	Previous Next C:	

6. In the **Server Name** field, specify the SQL Server name using the Hostname\InstanceName format (case sensitive). Click **Next**.

I

Action	Choose a local or remote instance of a S	SQL Server Database Engine and specify
Database Server	credentials that have permission to conr	nect to that server.
Database		
Credentials	Connect to the Database Server:	
Summary	Server Name:	RASSQL
Progress and Finish	Authentication Type:	Current User - Integrated Security
	Username:	ras\admin
	Password:	
		Test Connection
0		Previous Next

7. On the **Database** step title the database (default ReportServer in this case)

Report Serve	r Database	Configuration	Wizard
--------------	------------	---------------	--------

Change Database Choose whether to create or co	nfigure a report server database.	
Action	Enter a database name and select the	language to use for running SQL scripts.
Database Server		
Database		
Credentials	Database Name:	ReportServer
Summary	Temp Database Name:	ReportServerTemp
Progress and Finish	Language:	English (United States)
	Report Server Mode:	Native
0		Previous Next

8. Choose the preferred Authentication Type (In this case, Service Credentials are chosen). Click Next.

Action Database Server	the report server database. Permis	ng account that the report server will use ssion to access the report server databa	
Database	automatically granted to the accourt	nt you specify.	
Credentials			
Summary	Credentials:		
Progress and Finish			
	Authentication Type:	Service Credentials	
	User name:	NT SERVICE\SQLServerRepor	tingServ
	Password:		
_		Previous Next	_

This folder is empty.

Parallels RAS Reporting Service Installation and Configuration

Installation

Download the latest version of Parallels Remote Application Server Reporting Service here: <u>https://www.parallels.com/products/ras/download/links/</u>.

1. Launch the installer on the server running SQL Server Reporting Services, and for database location select - Localhost

Note: At the time of this writing, the SQL Server instance name is case-sensitive.

🔀 RAS Reporting Setup				_		\times	
lle	Database connection						
Parallels®	Specify the location of the SQL Server						
	Location:	Localhos	t		~		
	Server:					1	
	Username:						
	Password:						
	Specify an existing SQL instance name on which the RAS Reporting will operate.						
	SQL Instance Nam	ie:	RASREPOR	r Ing			
		Back	Next		Cance	el	

2. On the **Viewing Reports User** pane specify the domain account that will be used to view reports in the RAS Console.

🕷 RAS Reporting Setup		- ×			
Parallels®	Viewing Reports Us	er			
		r is preconfigured to use r name. If you specify a different user ange the reporting settings within RAS			
	Specify an existing Active Directory user account that will be used to view reports.				
	User name: rasreportir	igview			
	Back	Next Cancel			

3. Specify the folder where RAS Reporting should be installed. Click Next and then click Install.

4. Close the wizard once the installation is completed.

Configuration

Open the Parallels Remote Application Server Console and navigate to Administration > Reporting:

- 1. Click Enable RAS Reporting.
- 2. Specify the server with RAS Reporting installed and the port that will be used by Parallels RAS to connect to Parallels RAS Reporting Service (default port 30008)
- 3. Specify the domain user credentials and click on the **Test Connection** button. Once succeeded, click **OK** and **Apply** in the bottom-right to save the configuration changes.
- 4. It is required to add the TCP port 8085 to the firewall exception list for incoming traffic on the host running SQL Server and Reporting services.

Now switch to the **Reporting** pane and make sure that you can see the list of available reports in the middle pane.

At this point, Parallels RAS will begin collecting the data and display it in reports similar to the following example:

Note:

- 1. When installed, Parallels Reporting Service will start collecting data about newly established sessions. Pre-existing sessions will not be included in reports.
- 2. Parallels Reporting Service commits the session information to the database after the user (session owner) is logged off. If you don't see the information about a particular user in a report, make sure the user is logged off, not just disconnected.
- 3. Parallels Reporting Service keeps its logs on the RAS Reporting server at the following locations:

%PROGRAMDATA%\Parallels\RASLogs\RAS Reporting\ReportingSetup.log

%PROGRAMDATA%\Parallels\RASLogs\RAS Reporting\reporting.log

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