



How to upload files to a Parallels file share

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Remote Application Server
- Parallels Toolbox Business Edition
- Parallels Desktop for Mac App Store Edition
- Parallels Toolbox
- Parallels Desktop for Mac Business Edition

Parallels Support Team may ask you to upload files for further issue investigation, from screenshots and video recordings to core or memory dumps, or even a virtual machine.

Depending on the file size, use one of the following instructions below.

NOTE: Always compress file(s) to an archive. You may do that using native macOS functionality (Control+mouse click/right-click > Compress), or using the Archive tool from [Parallels Toolbox](#).

Before uploading files, Parallels Support will share a destination directory. Please follow the on-screen instructions to complete the procedure.

Once it's finished, please update Parallels Support so they can start analyzing the provided data.