



Parallels Desktop for Mac Business Edition

Licensing Guide

Version 12

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CHAPTER 1

Introduction

This guide describes how to manage your Parallels Desktop Business Edition subscriptions and licenses. It begins with the information about how to create a Parallels My Account and register a subscription. It then describes how to manage your accounts, subscriptions and licenses using your account.

CHAPTER 2

Register a Subscription

After you purchase a Parallels Desktop for Mac Business Edition subscription, you must register it in Parallels My Account. Read this chapter to learn how to create a Parallels My Account and how to register a subscription.

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Create a Parallels My Account

Parallels My Account is a web application that enables Parallels customers (consumers and organizations) to view and manage licenses for various Parallels products. The instructions below describe how to quickly get started with Parallels My Account.

You can create an account for your company or organization when you first create a Parallels My Account, or after you already created a private account.

Create a Parallels My Account from scratch

If you are a new customer and don't have a Parallels My Account, you can create one for yourself and for your organization as follows:

- 1 Visit Parallels My Account at <https://account.parallels.com>

- 2 Click **Register**. The registration page opens.

Parallels®

Sign In Register

User Name

First name

Last Name

Enter your email address

Type a password (at least 6 characters)

Type your password again

I represent a company or an organization ⓘ

Company

Company/organization name

Country

ZIP/Postal code

Business phone

Keep me signed in

By registering I agree to the Parallels [Terms of Use](#).

Create Account

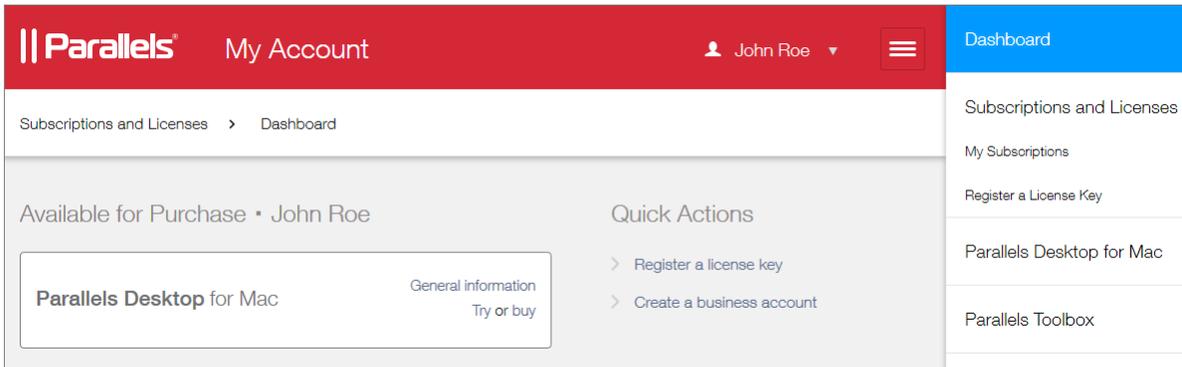
- 3 Select the **I represent a company or an organization** option. This step is required to create a business account for your organization.
- 4 Specify your personal and your company info (all fields are required) and click **Create Account**.

This creates an account for you personally and a business account for your organization to which you are assigned as the account administrator. When you log in to your account using you email address and password, you can manage personal and business products from the same account.

Creating a Parallels business account from an existing account

If you already have a personal Parallels My Account, follow these steps to create a business account for your organization:

- 1 Log in to Parallels My Account using your email address and password.
- 2 Click  next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.
- 3 On the **Dashboard** page, click **Create a business account** in the **Quick Actions** section.



- 4 A message box opens with an explanation of what a business account is. Read it and then click **Proceed**.
- 5 In the **Registering a Business Account** dialog, type the name of your organization and then specify your country, state/city (if applicable), ZIP or postal code, and your business phone number.

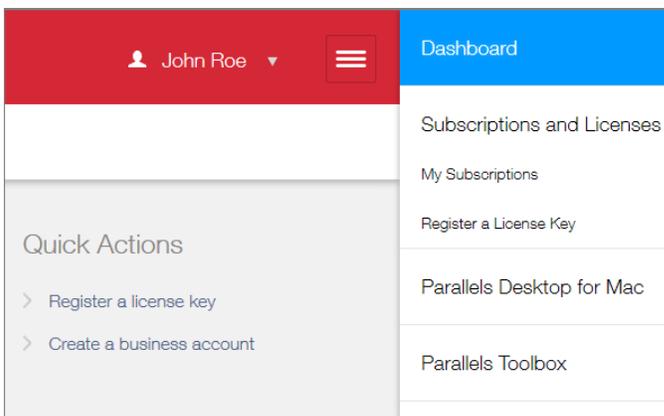
- 6 When done, click **Create a Business Account**.

A business account is created for your organization to which you are assigned as the account administrator. When you log in to your personal account, you can manage personal and business products from the same account.

Register a Subscription

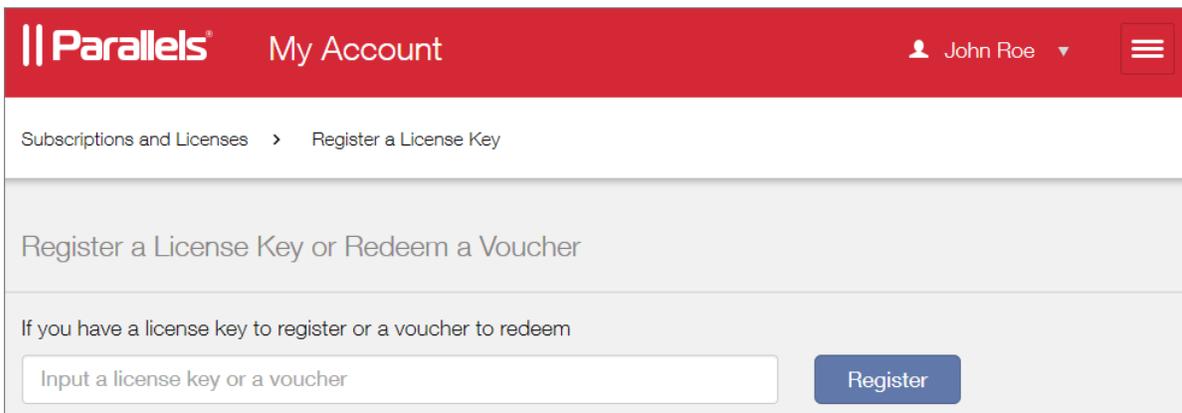
To register your Parallels Desktop for Mac Business Edition subscription in Parallels My Account:

- 1 Sign in to Parallels My Account using your email address and password.
- 2 Click  next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.



- 3 Click the **Register a license key** link in the **Quick Actions** section. The **Register a License Key** page opens.

You can also open this page by expanding **Subscriptions and Licenses** section in the side menu, then clicking **Corporate Subscriptions**, and finally clicking the **Register a License Key** link.



- 4 Type the license key that you received with your subscription and click **Register**.
- 5 When your license key is registered, you will see a confirmation message.

- 6 If you would like to view your subscription information, click the **Open Corporate Subscriptions** button. This will open the **Subscription Details** page where you can view the information.

Your subscription is now registered and your license key can be used to activate the Parallels product to which it applies.

CHAPTER 3

Manage Accounts, Subscriptions, and Licenses

This chapter describes how to use Parallels My Account to manage your accounts, subscriptions and licenses.

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About Parallels My Account

Parallels My Account is a web application that enables Parallels customers (consumers and organizations) to view and manage licenses for various Parallels products.

To access Parallels My Account, visit <https://account.parallels.com>

Parallels My Account allows you to use a single email address to view and manage personal and business products.

Subscriptions and licenses registered in a personal account belong to an owner of the personal account exclusively. Subscriptions and licenses registered in a business account belong to a company, and any admin of a business account can view and manage all licenses registered under the business account.

Within a business account, an email address can be assigned privileges of an admin or a regular member. An admin of a business account can manage other users (regular members and admins) and company assets (subscriptions/licenses). You can be an admin of several business accounts and switch between the accounts. Once your email address is granted access to a business account, you can view and manage business products that belong to your organization from your personal account.

Manage Your Accounts

You can perform the following tasks on your account or multiple accounts:

- Add one or more administrators to a business account to help you manage your organization's subscriptions and licenses.
- If you have an older personal account, you can merge it with your new business account, so you can use the same email address to manage your personal and business products.
- Transfer a business account to another administrator.

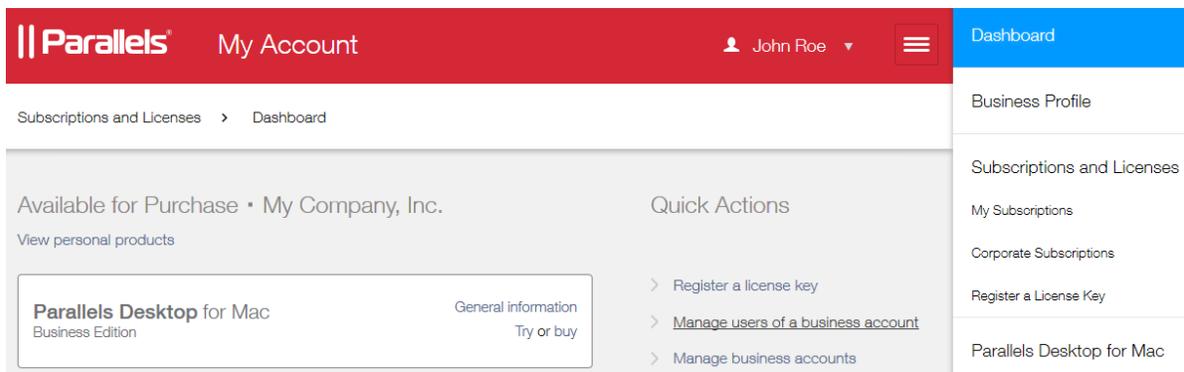
Read on to learn how to perform the above tasks.

Add an Administrator to an Existing Account

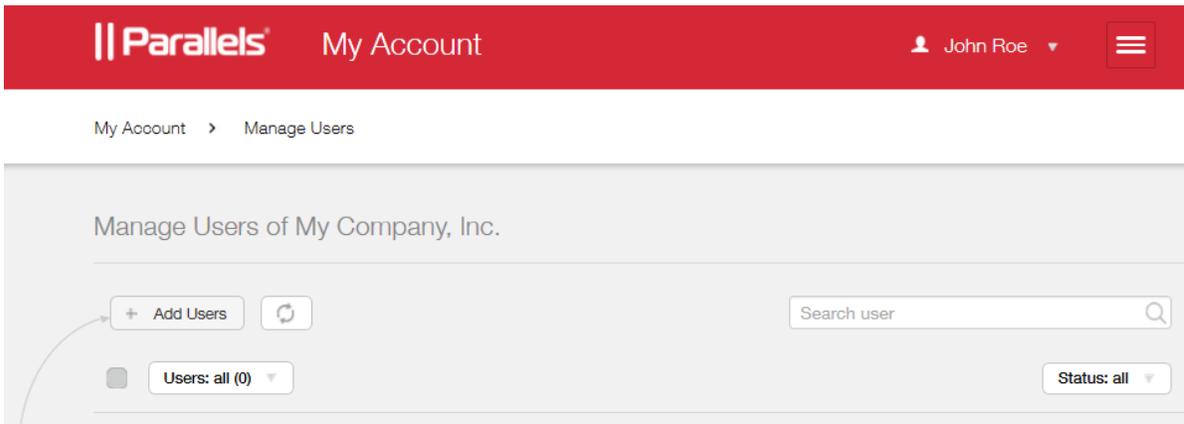
As an administrator of an existing account, you can add other administrators to it, so they can help you manage your subscriptions and licenses.

To add an administrator to the account:

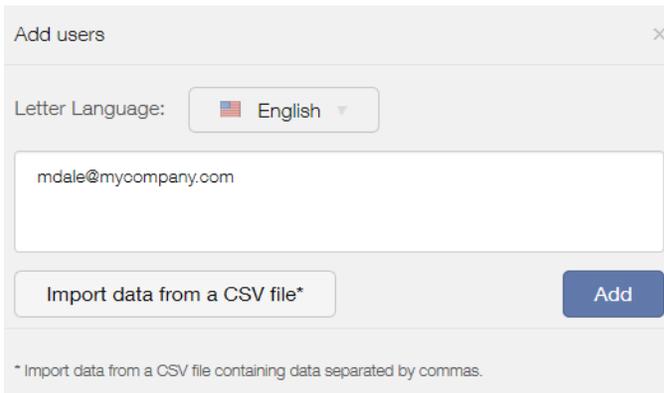
- 1 Sign in to Parallels My Account using your email address and password.
- 2 Click  next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.
- 3 On the **Dashboard** page, click **Manage users of a business account** in the **Quick Actions** section.



- 4 On the **Manage Users** page, click **Add Users**.



- 5 In the **Add users** dialog, type the email address of the user you want to invite to join the account. If you are adding more than one user, separate email addresses by comma.



Note: The user must have a Parallels My Account registered to their own email address to join a business account. If they don't have one, they must register by visiting <https://account.parallels.com>, clicking **Register** and completing the registration form. Please not that while completing the registration form, they **MUST NOT** select the **I represent a company or an organization** option, because doing so will create another business account, which is not the objective in this case.

- Click **Add**. You can add more users if needed by typing their email addresses and clicking **Add** again.

Add users

Letter Language: English

To add multiple users add their emails separated by commas:
user1@example.com, user2@example.com

Import data from a CSV file* Add

✕ mdale@mycompany.com

* Import data from a CSV file containing data separated by commas. Invite

- Click **Invite** when ready.
- An email is sent to the specified email address with an invitation to join the account. We'll get to this email a little later.
- The email address to which you have sent an invitation should appear on the **Manage Users** page. If it doesn't, refresh the page.
- Select a check box in front of the user name. The **Edit selected** dialog opens on the right side of the page.

Parallels My Account John Roe

My Account > Manage Users

Manage Users of My Company, Inc.

+ Add Users Refresh

Users: all (2) Status: all

User	Role	Status
<input type="checkbox"/> Parallels User	Administrator	Invited
<input checked="" type="checkbox"/> Parallels User		Invited

Edit selected (1):

✕ Parallels User

Group: Administrator

Actions: Delete Block Resend invitation

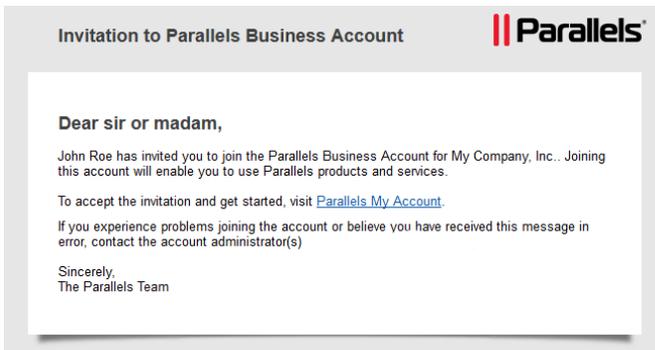
Cancel Apply

- In the dialog, do the following:

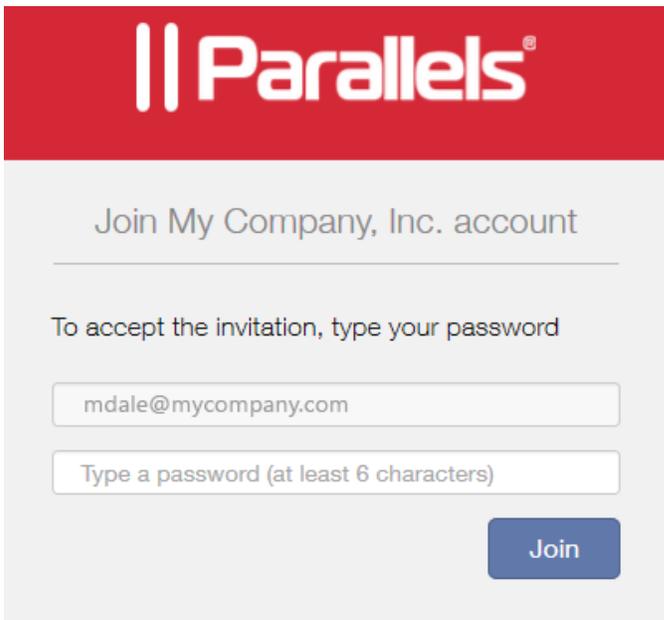
- In the **Group** section, select **Administrator** to grant the user administrative rights. An account administrator can manage other users and company assets (subscriptions and licenses).
- Make a note of the **Actions** section where you can delete or block a user, or resend an invitation email.

12 Click **Apply**.

13 The user will now check their email. Once they receive it, they click the invitation link included in the message body.



14 The Parallels My Account login page opens in a web browser asking the user to accept the invitation.



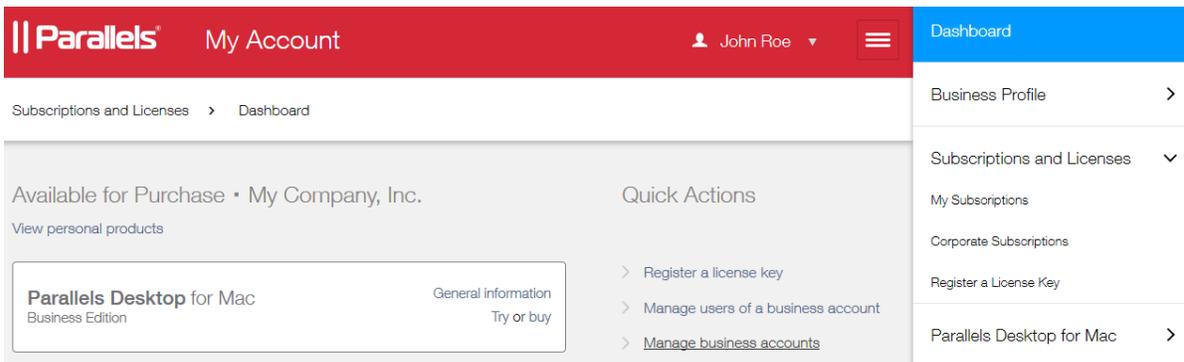
15 The user types their Parallels My Account password and clicks **Join**. The user can now manage business products for your organization using their email address.

Removing a User from an Account

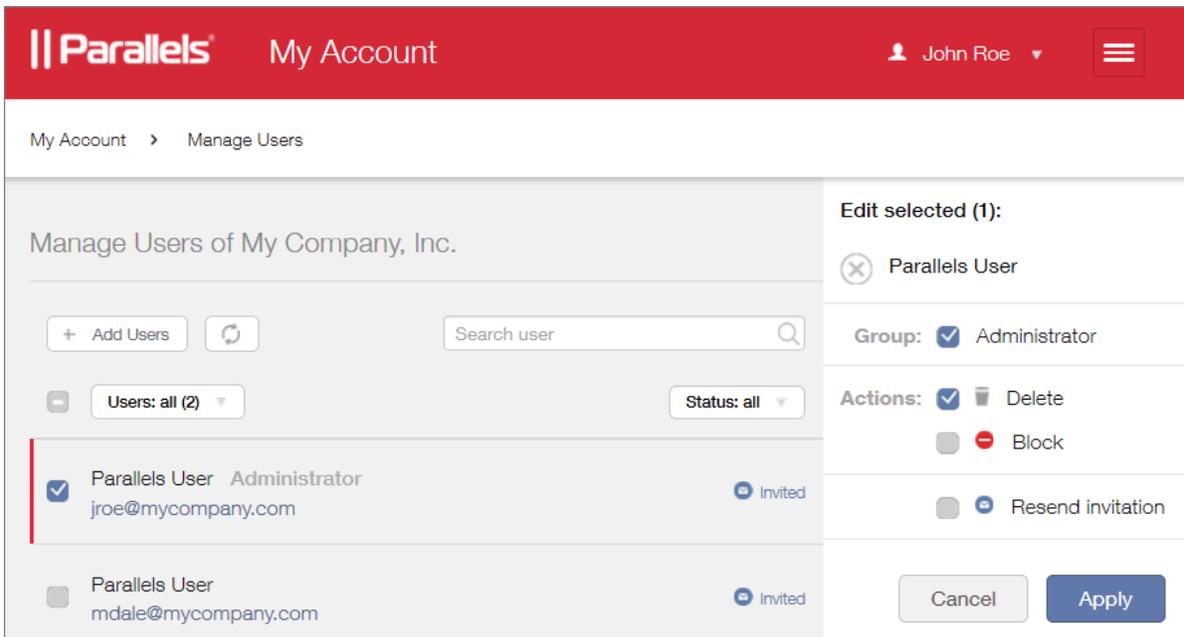
An administrator of an account can remove any other user from the account or temporarily block their access if needed.

To remove a user from the account:

- 1 Log in to Parallels My Account.
- 2 On the **Dashboard** page, click **Manage business accounts**.



- 3 Select a check box in front of a user name. The **Edit selected** dialog opens on the right side of the page. Select **Delete** and then click **Apply**.



The user is removed from the business account. Please note that this action simply cancels the user's access to the business account. The user's personal account is not affected by this action.

Merge Accounts

If you have two separate accounts, one for your personal and the other for business use, you can merge them, so you can manage your personal and your business products from the same account.

Note: This functionality can be useful to existing business customers who in the past had to maintain two separate accounts, each with its own email address. By merging the two accounts, you can use a single email address to manage Parallels products owned by you personally and business products owned by your organization.

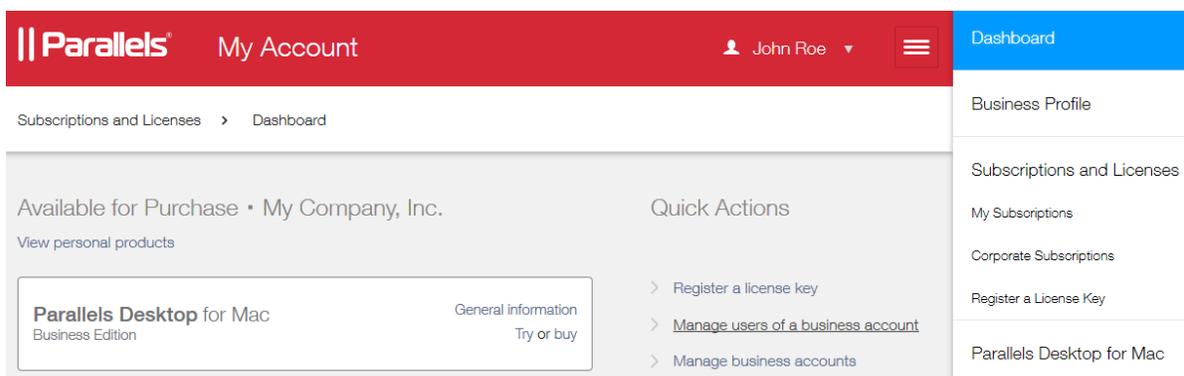
The procedure consists of the following steps:

- 1 Signing in to Parallels My Account using the email address you use to manage business products for your organization (assuming that's the address you want to discard).
- 2 Sending an invitation to your other email address to join the business account.
- 3 Removing the first email address from the business account.

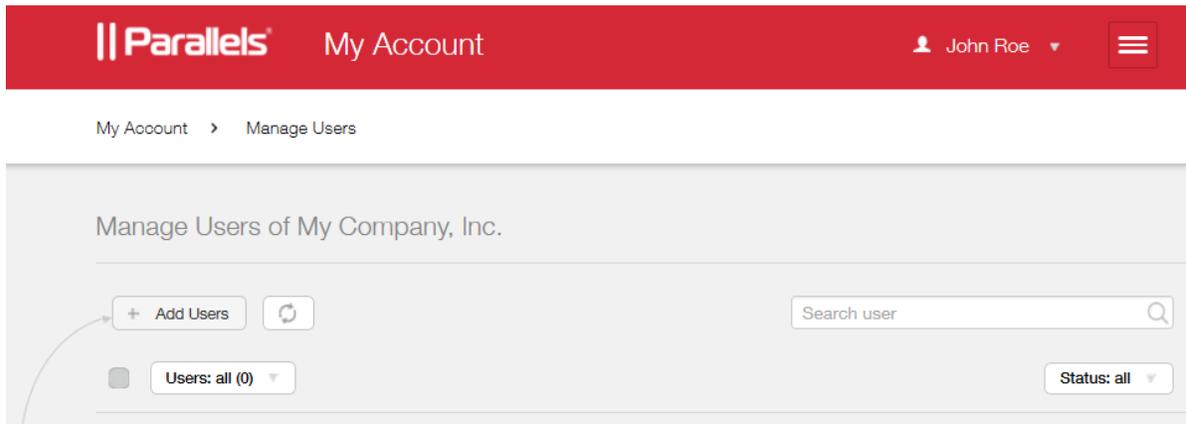
The following describes the procedure step by step.

Invite the personal account owner to join the business account

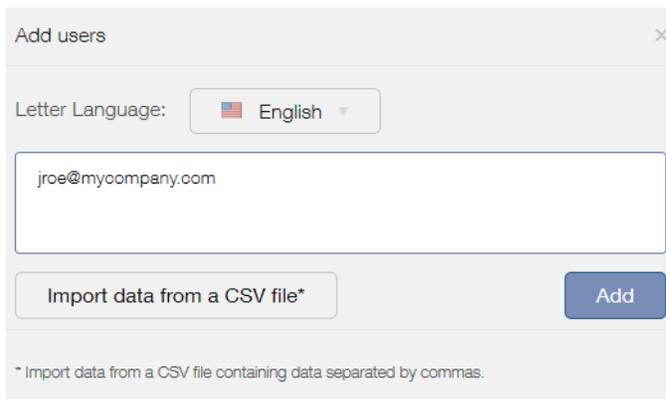
- 1 Sign in to Parallels My Account using the email address you use to manage business products.
- 2 Click  next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.
- 3 On the **Dashboard** page, click **Manage users of a business account** in the **Quick Actions** section.



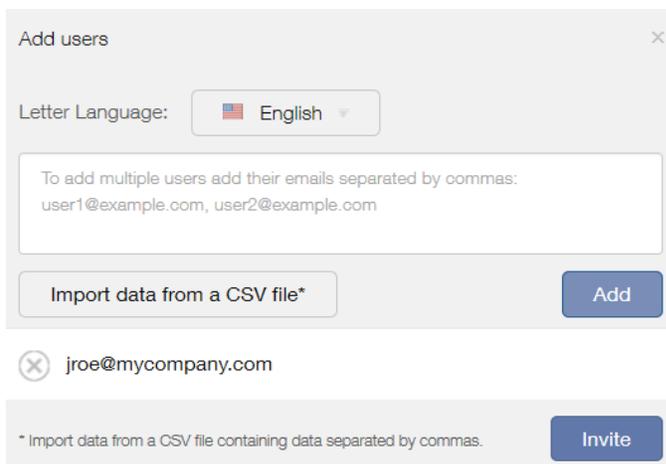
- On the **Manage Users** page, click **Add Users**.



- In the **Add users** dialog, type your personal account email address.



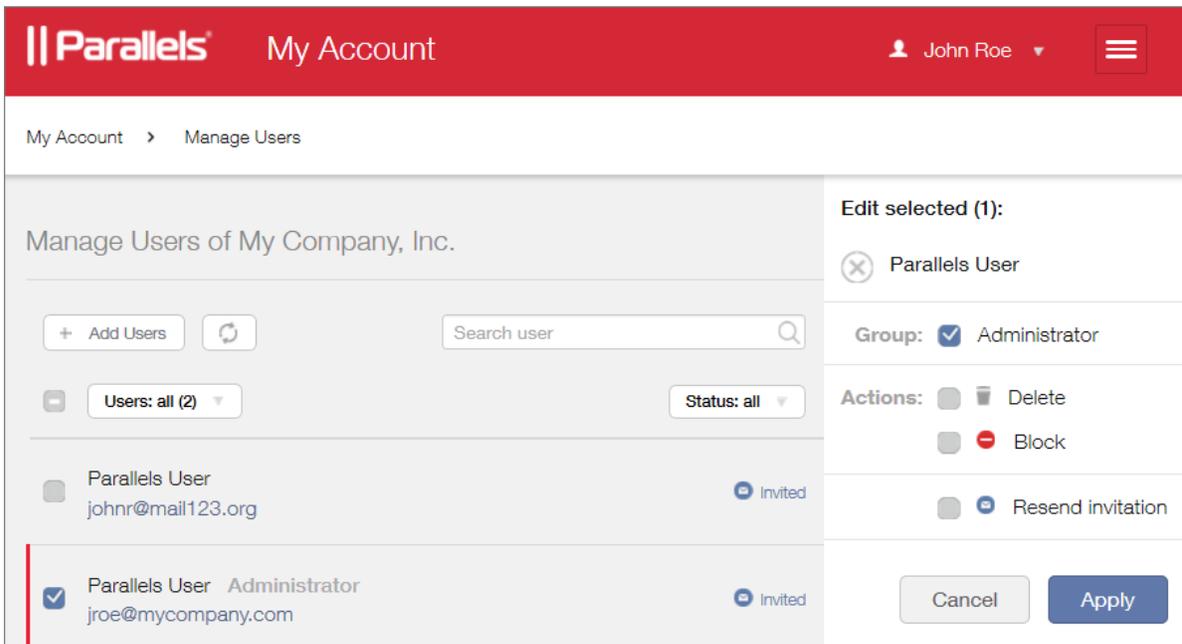
- Click **Add** and then click **Invite**.



- An email will be sent to the specified email address with an invitation to join the account. We'll get to this email a little later.

Grant the new user administrative rights

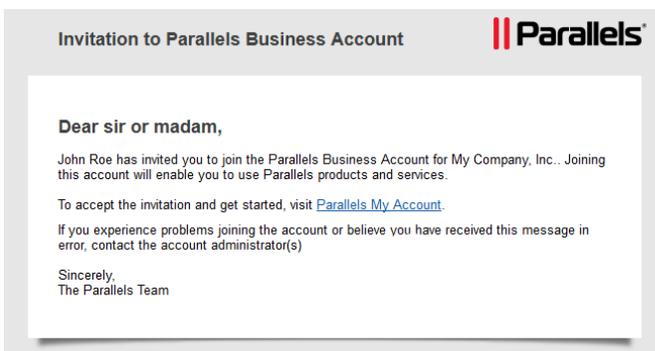
- 1 The email address to which you have sent an invitation should appear on the **Manage Users** page. If it doesn't, refresh the page.
- 2 Select a check box in front of the user name. The **Edit selected** dialog opens on the right side of the page.



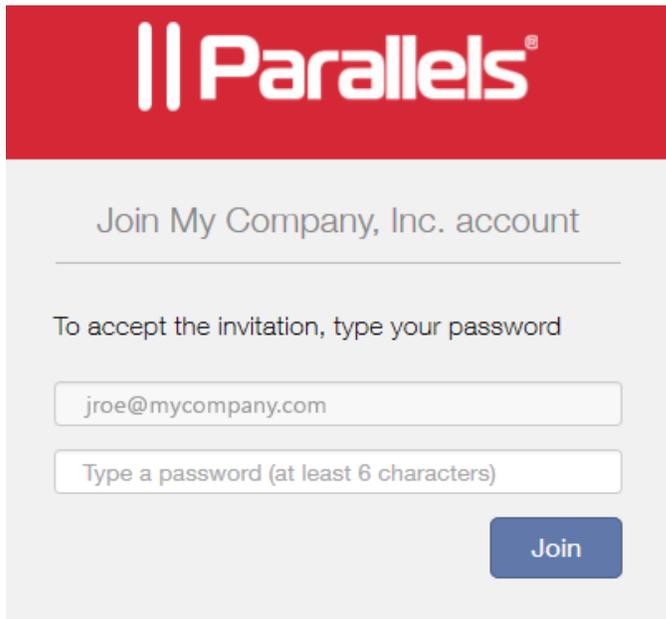
- 3 Select the **Administrator** option in the **Group** section and click **Apply**.

Accept the invitation and join the account

- 1 Open your email reader and check for the invitation email. Once you receive it, open it and click the invitation link included in the message body.



- 2 A Parallels My Account login page opens in a web browser asking you to accept the invitation.

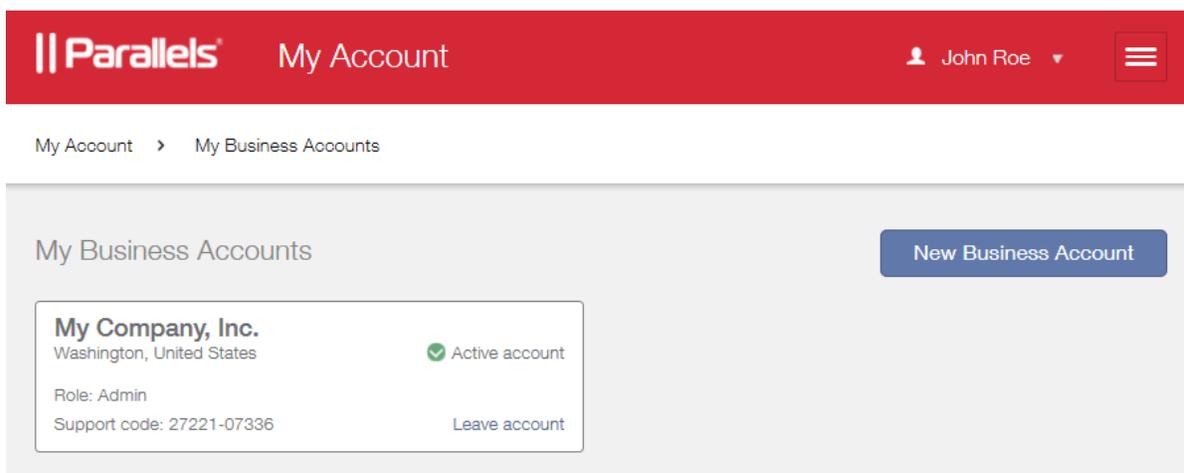


- 3 Type your password and click **Join**.

You can now use your Parallels My Account to manage both personal and business subscriptions.

Remove the unneeded email from the business account

- 1 Log in to Parallels My Account using your business account email address (the one you want to discard).
- 2 On the **Dashboard** page, click **Manage business accounts**.
- 3 In the box displaying your company info, click **Leave account**.



- 4 A message box opens asking your to confirm that you want to leave the account. Read the message and click **Leave Account**.

The email address is now removed from the account and is no longer needed. You can use the other email address to manage your personal and your business subscriptions from the same account.

Transfer a Business Account to Another Administrator

If you are reassigned to another department in your organization and need to transfer your responsibilities as a business account administrator to another person, you can do this in Parallels My Account.

The procedure consists of the following steps (we've partially covered them in the previous section):

- 1 Invite a user to join the business account as an account administrator.
- 2 Make sure the user joins the account.
- 3 Remove your email address from the business account.

Once the above steps are completed, the new user replaces you as the business account administrator. Please note that your personal account is simply detached from the business account, but stays intact otherwise.

To transfer a business account:

- 1 Invite the user who will be replacing you as the account administrator to join the business account. See **Invite a User to Join a Business Account** for details.
- 2 Verify that the new user can access the business account. The user should be able to see the business products owned by your organization from their personal account.
- 3 Remove your email address from the business account as described in the following steps.
- 4 On the **Dashboard** page, click **Manage business accounts**.
- 5 In the box displaying your company info, click **Leave account**.

The screenshot shows the Parallels My Account interface. At the top, there is a red navigation bar with the Parallels logo, the text 'My Account', a user profile for 'John Roe', and a menu icon. Below this, a breadcrumb trail reads 'My Account > My Business Accounts'. The main content area is titled 'My Business Accounts' and features a 'New Business Account' button. A card for 'My Company, Inc.' is displayed, showing the location 'Washington, United States', a status of 'Active account' with a green checkmark, the role 'Admin', and a support code '27221-07336'. A 'Leave account' link is located at the bottom right of the card.

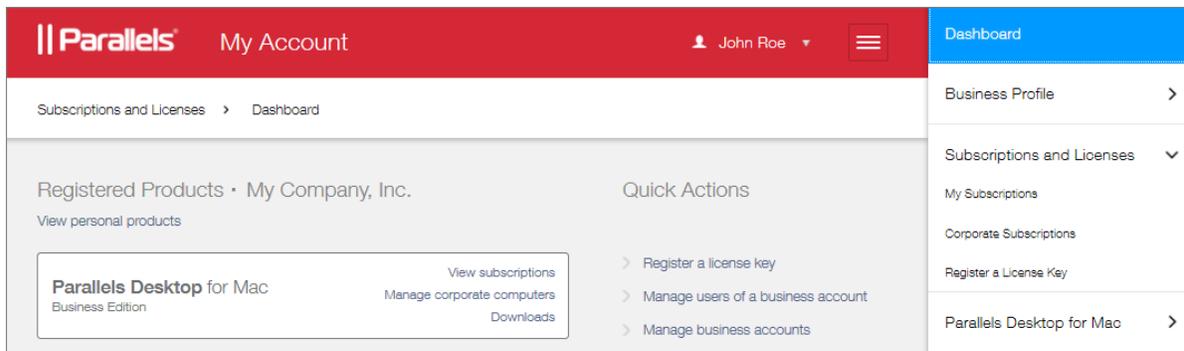
- 6 A message box opens asking you to confirm that you want to leave the account. Read the message and click **Leave Account**.

Your personal account is now detached from the business account. If you go back to the **Dashboard** page, you will no longer see the business products on it.

View Subscription and License Information

To view your subscriptions:

- 1 Open the side menu by clicking  next to your user name.
- 2 In the side menu, click **Dashboard**.



- 3 A white box in the main section of the page displays a registered product.
- 4 To view the subscription information for a given product, click the **View subscriptions** link inside the box (or you can click **Subscription and Licenses > Corporate Subscriptions** in the side menu).
- 5 If you have subscriptions for multiple business products (e.g. Parallels Desktop Business Edition, Parallels Mac Management, Parallels RAS), the page opens where you need to select a product in the drop-down list. When you do, the subscription (or multiple subscriptions if you have them) for that product is displayed on the page. Click a subscription to open the **Subscription Details** page.

6 The **Subscription Details** page opens where you can view your subscription information.

The screenshot shows the Parallels My Account page for 'Subscription Details'. The header includes the Parallels logo, 'My Account', the user name 'John Roe', and a menu icon. The breadcrumb trail is 'Subscriptions and Licenses > Subscription Details'. The main content area is titled 'Subscription Details' and includes a 'Register a License Key' button. Below this is a table of subscription details:

Name	My Parallels Desktop Business subscription	Edit ▾
Status	Active	
Auto-renew	Non auto-renewable	
Activation/Start date	October 19, 2016	
Expiration date	October 19, 2021	Renew online

Below the table is a section for 'License Keys' showing '1 license key'. The first key is displayed as a blurred string of characters.

Next is the 'Products' section showing '2 products':

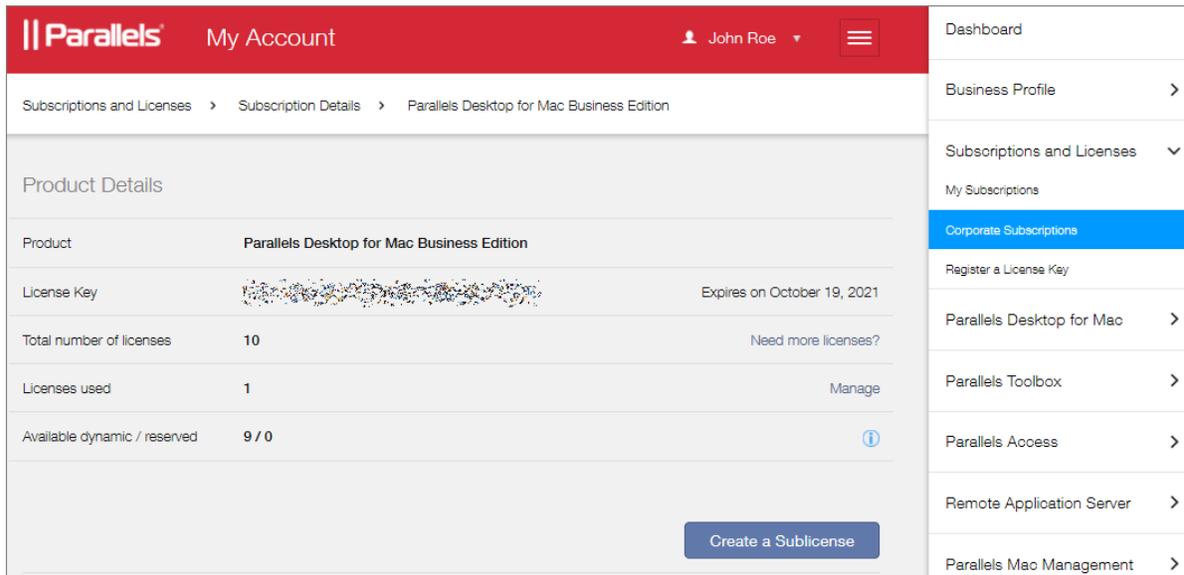
Parallels Desktop for Mac Business Edition	10 computers	Details
	Manage computers	
Parallels Toolbox for Mac	10 computers	

7 Click **Edit** to change the subscription name. You can use any name you like.

8 Click **Renew online** to renew a subscription. This opens the **Renewing Subscription Online** page where you can specify a new subscription duration. After making a selection, click **Proceed to Checkout** and follow the instructions.

9 The **Products** section contains two links: **Details** and **Manage computers**. You can use these links to view and manage individual licenses and licensed Mac computers.

10 To view the license information, click **Details**. The **Product Details** page opens.



11 The following information is displayed:

- **Total number of licenses:** Specifies the number of licenses included in the subscription.
- **Licenses used:** The number of current Parallels Desktop installations that were activated using this subscription.
- **Available dynamic / reserver:** The number of licensing remaining. To learn more about dynamic and reserved licenses, click the information icon (at the end of the row) and follow a link to a KB article that describes them.

12 If you would like to add more licenses to the subscription, click the **Need more license?** link and follow the instructions.

13 The **Create a Sublicense** button allows you to create a sublicense. Read on to learn how to create sublicenses.

Creating Sublicenses

A sublicense is a virtual license that is linked to the master license but has its own license key, the total number of individual licenses you allocate to it, and its own expiration date.

Planning for sublicenses

Sublicenses are useful in these typical scenarios:

- You want to grant a division of your organization the ability to use a limited number of your available licenses. You can create a sublicense with a required number of licenses and give the sublicense key to the administrator for that division.

- You want to give a license to a consultant working on a contract basis. You can create a sublicense with a single license and a specific expiration date, and then give the sublicense key to the consultant, which they can use to activate Parallels Desktop. When the sublicense key expires (e.g. at the end of the consultant's contract), it becomes invalid and the license goes back to the master license key pool.

Note: After the subscription expires, Parallels Desktop for Mac Business Edition will continue to run on the Mac until it checks in with the Parallels Licensing Server. This could be anywhere from a few minutes to seven days. If you want to deactivate the license on a Mac immediately, you need to log into it and run the following command in Terminal: `prlsrvctl deactivate-license`

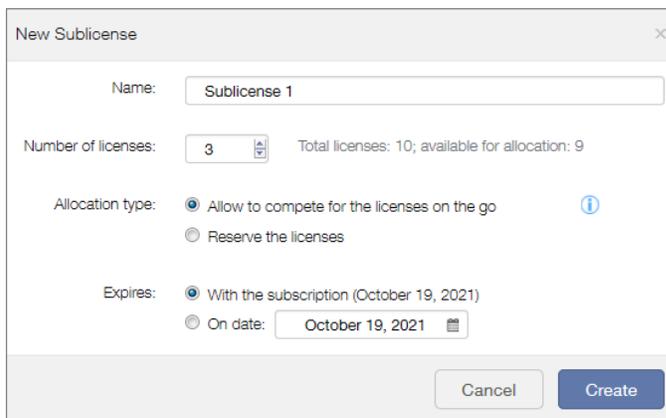
When allocating a maximum number of individual licenses to a sublicense, you need to decide whether they should be reserved for the sublicense or allocated dynamically:

- If licenses are reserved, the master license key (or other sublicense keys) will have no access to these licenses.
- If licenses are allocated dynamically, the sublicense will have to compete for them with the master license key and other dynamic sublicenses (if any).

Creating a sublicense

To create a sublicense:

- 1 In the side menu, expand **Subscriptions and Licenses** and click **Corporate Subscriptions**.
- 2 On the **Subscription Details** page, click **Details** in the **Products** section.
- 3 On the the **Product Details** page, click **Create a Sublicense**. The **New Sublicense** dialog opens.



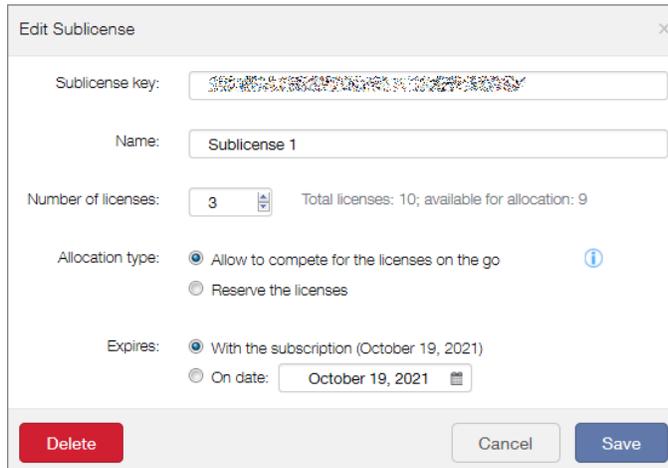
- 4 Type a sublicense name.
- 5 Specify the number of licenses to allocate to this sublicense. You can use any number up to the number displayed in the **available for allocation** field.
- 6 In the **Allocation type** section, select one of the following:

- **Allow to compete for the licenses on the go.** The sublicense will have to compete with the master license key and other sublicenses. When a license is requested for the activation of Parallels Desktop using the sublicense key, the license will actually be taken from the main license pool. If none are available, the activation will be denied.
 - **Reserve the licenses.** The licenses will be reserved for the sublicense and will not be available to the master license key or other sublicenses.
- 7 In the **Expires** section, select one of the following:
- **With the subscription.** The sublicense will expire on the same date as the subscription.
 - **On date.** Use this option if you want the sublicense to expire on a specific date.
- 8 Click **Create** to create a sublicense.
- 9 The **New Sublicense** dialog opens where you can review the created sublicense. Note the **License Key** property. This key is now assigned to this sublicense. You'll need it to activate Parallels Desktop for Mac Business Edition on Mac computers. You can copy or write it down now or you can do it later.

To view the existing sublicenses, open the **Product Details** page. The sublicenses are displayed in the **Sublicenses** section.

Modifying a Sublicense

If you need to add more licenses to a sublicense or change any of its properties, you can modify it by clicking **Edit** inside the area where it is displayed. In the **Edit Sublicense** dialog, make the necessary changes and click **Save**.



Please note that if you want to decrease the number of licenses in a sublicense, you have to make sure that no active Mac computers will be affected.

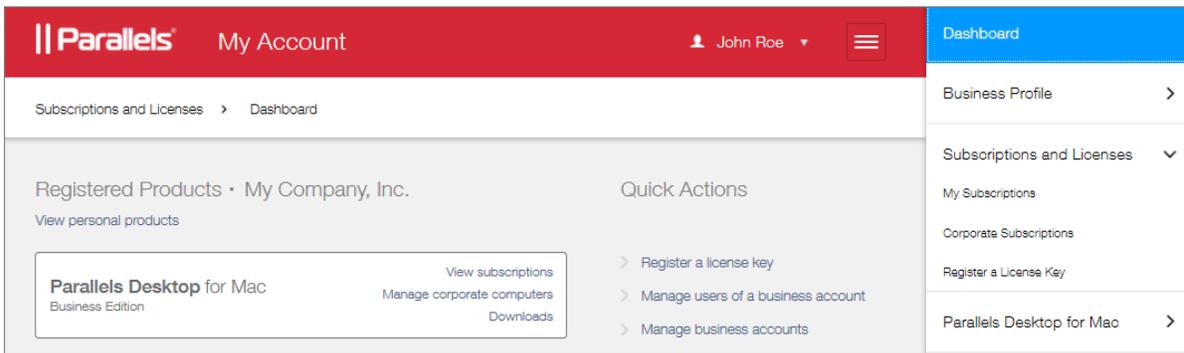
To delete a sublicense, click **Delete**. Please note that if you have active installations of Parallels Desktop for Mac Business Edition using this sublicense key, they will be deactivated.

View Licensed Mac Computers

After you install and activate Parallels Desktop for Mac Business Edition on Mac computers, your Parallels Account is updated with the information about these computers.

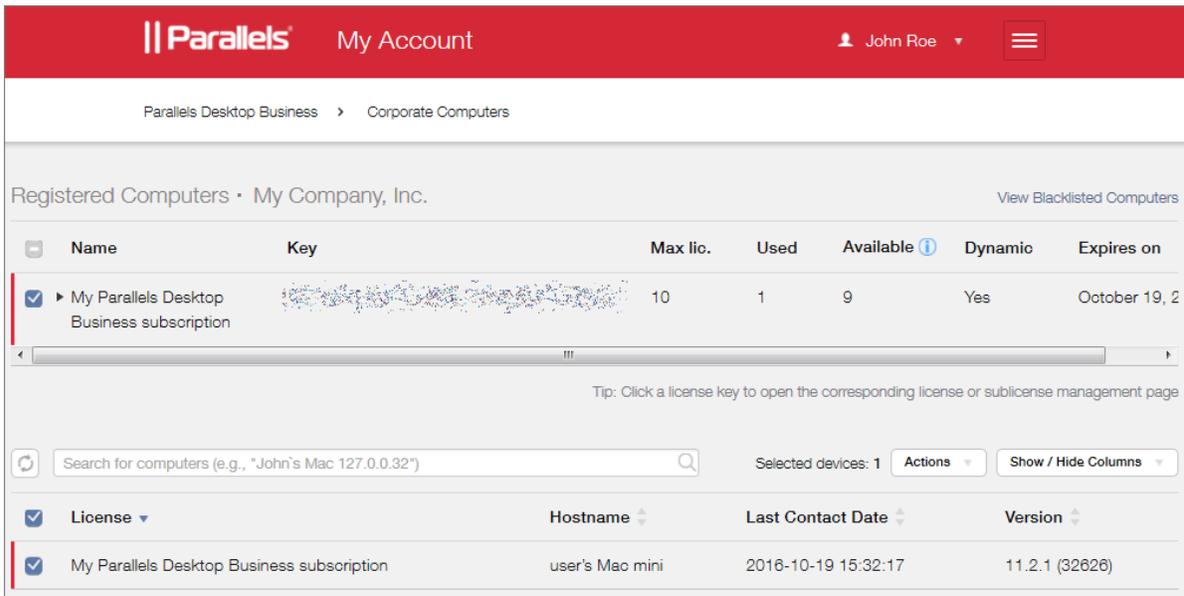
To view the computer information:

- 1 Open a side menu by clicking  next to your user name.
- 2 In the side menu, click **Dashboard**.



- 3 In the product box, click **Manage corporate computers**. The **Corporate Computers** page opens.

You can also open this page by expanding **Parallels Desktop for Mac** in the side menu and clicking **Corporate Computers**.



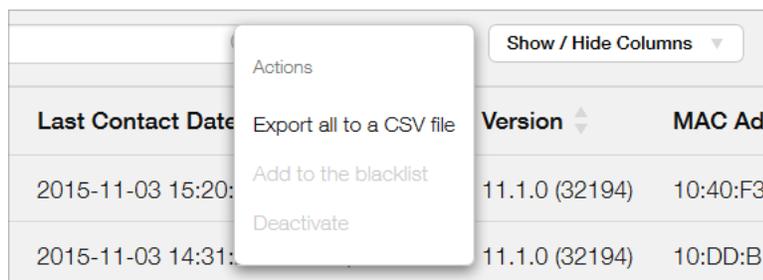
- 4 Select a subscription in the upper section of the page to display the computers that use its license key. The computers are displayed in the lower section of the page.

- If your subscription has sublicenses, click the triangle icon in front of the subscription name to display them, and then click a sublicense to see computers that were activated using its license key.
- 5 You may need to scroll the computer list horizontally to see all columns.
 - 6 Click the **Show / Hide Columns** drop-down menu and select or deselect columns. Columns that are not selected will not show up in the list.
 - 7 The **Actions** drop-down menu allows you to:
 - Export the computer list to a CSV file.
 - Blacklist a computer.
 - Deactivate a license on a computer.

Read on to learn more about these actions.

Export the Computer List to a File

To export the complete computer table to a CSV file, click the **Actions** drop-down menu and select **Export all to a SCV file**.



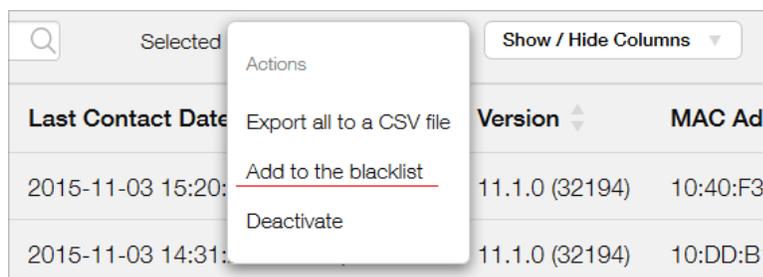
The screenshot shows a table with columns: Last Contact Date, Version, and MAC Ad. An 'Actions' dropdown menu is open over the first row, showing options: 'Export all to a CSV file', 'Add to the blacklist', and 'Deactivate'. A 'Show / Hide Columns' dropdown is also visible at the top right of the table.

Last Contact Date	Version	MAC Ad
2015-11-03 15:20:	11.1.0 (32194)	10:40:F3
2015-11-03 14:31:	11.1.0 (32194)	10:DD:B

Blacklist a Mac

Blacklisting a Mac deactivates Parallels Desktop on it and makes it impossible to activate the same Mac using the same license key. The only way to activate Parallels Desktop on a blacklisted Mac is to use a different license key.

To blacklist a Mac, select it and then click **Actions > Add to blacklist**.

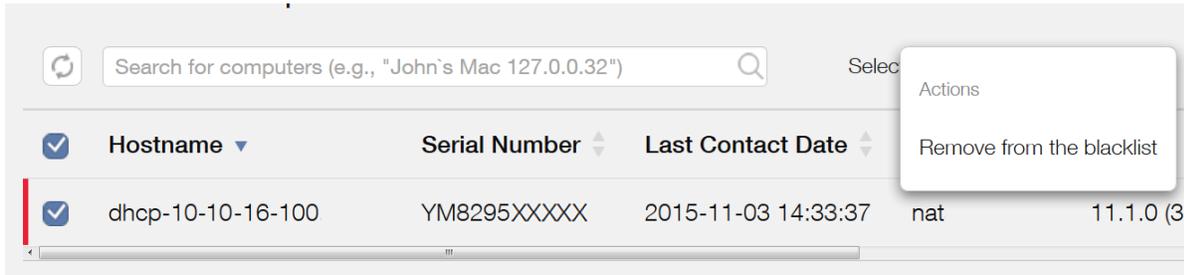


The screenshot shows the same table as above, but with the 'Add to the blacklist' option in the 'Actions' dropdown menu highlighted with a red underline. A search icon and the word 'Selected' are visible at the top left of the table.

Last Contact Date	Version	MAC Ad
2015-11-03 15:20:	11.1.0 (32194)	10:40:F3
2015-11-03 14:31:	11.1.0 (32194)	10:DD:B

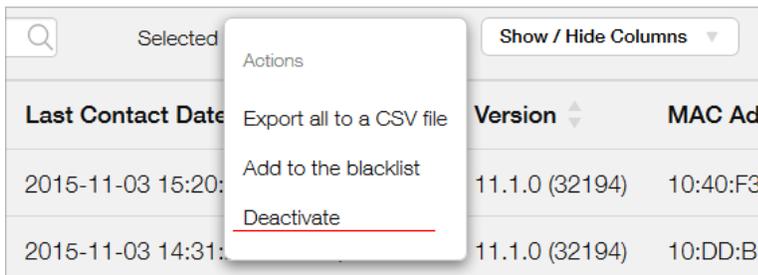
To view the list of blacklisted computers, click the **View Blacklisted Computers** link at the top of the **Corporate Computers** page. The **Blacklisted Computers** page opens.

To cancel blacklisting of a computer, select the computer and then click **Actions > Remove from the blacklist**. The computer can be activated again using the same license key.



Deactivate Parallels Desktop on a Mac

Deactivating a Parallels Desktop license on a Mac computer disables Parallels Desktop on it. To deactivate a license, select a computer and then click the **Actions > Deactivate**.



Note: Parallels Desktop for Mac Business Edition will continue to run on the affected computer until the computer checks in with the Parallels Licensing Server. This could be anywhere from a few minutes to seven days. If you want to deactivate the license on a computer immediately, you can log into it and run the following command in Terminal: `prlsrvctl deactivate-license`

Downloads

In the side menu, expand the **Parallels Desktop for Mac** section and click **Downloads**.

On the **Downloads** page, find a number of useful links to the Parallels Desktop for Mac download location and other related web pages.

Get Support

For Parallels support information, click **Support** in the side menu (at the bottom of the list).

The **Corporate Support** page opens containing the following information and links:

- Your company name.
- Your Support Code. You will need this code when contacting Parallels Support.
- The **View personal account** (or **View business account**) link allows you to switch between your personal products and your organization's business products.
- The **Visit Parallels Support Resources & Product Downloads** link opens the Parallels Support web page with links to Parallels product pages and other useful links and information.

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