Parallels Desktop for Mac Business Edition

Licensing Guide

v13

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Contents

Introduction **4**

Register a Subscription **5**

Create a Parallels Account 5

Register a Subscription 8

Subscription Duration 9

License Renewal 10

Manage Accounts, Subscriptions, and Licenses **11**

About Parallels My Account 11

Manage Your Accounts 12

Add an Administrator to an Existing Account 12

Merge Accounts 17

Transfer a Business Account to Another Administrator 21

Manage Subscriptions and Licenses 22

Managing Sublicenses 25

Manage Licensed Mac Computers 28

Export the Computer List to a File 30

Blacklist a Mac 30

Deactivate Parallels Desktop on a Mac 31

Downloads 31

Get Support 31

Index **33**

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 account and register a subscription. It then describes how to manage your account, subscriptions and licenses.

CHAPTER 2

Register a Subscription

After you purchase a Parallels Desktop for Mac Business Edition subscription, you need to register it in Parallels My Account. The registration will provide you with the ability to manage your subscription and licenses in one place and delegate administrative rights to other users in your organization.

Read this chapter to learn how to create a Parallels account and how to register a subscription.

In This Chapter

Create a Parallels Account 5
Register a Subscription 8
Subscription Duration 9
License Renewal 10

Create a Parallels 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.

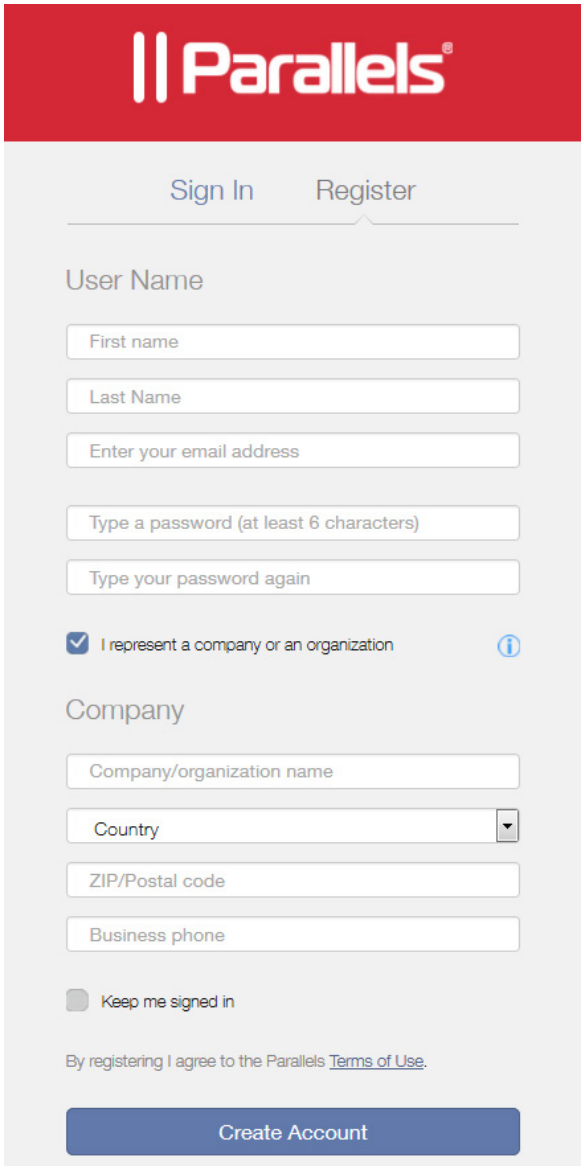
Note: If you already have a Parallels account, you can skip this part and proceed to registering your subscription (p. 8).

Create a Parallels Account From Scratch

If you are a new customer and don't have a Parallels 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.



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.

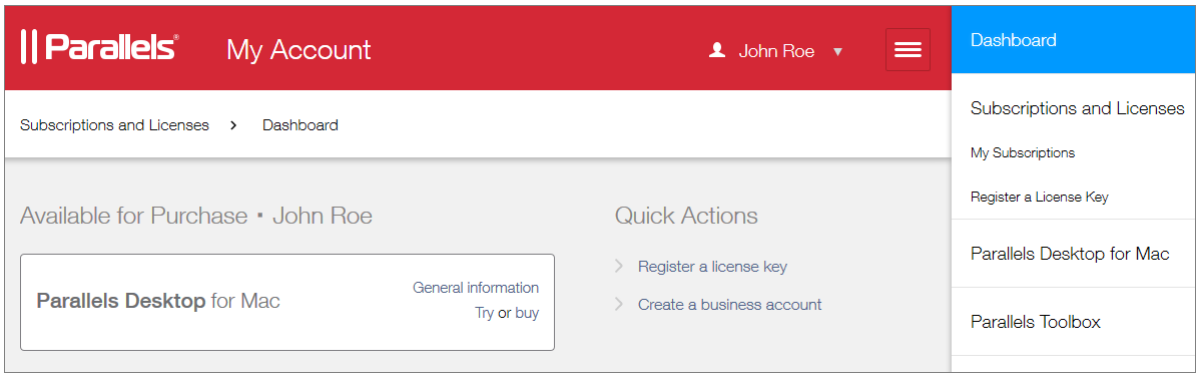
Creating a Parallels Business Account From an Existing Account

If you already have a personal Parallels 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.

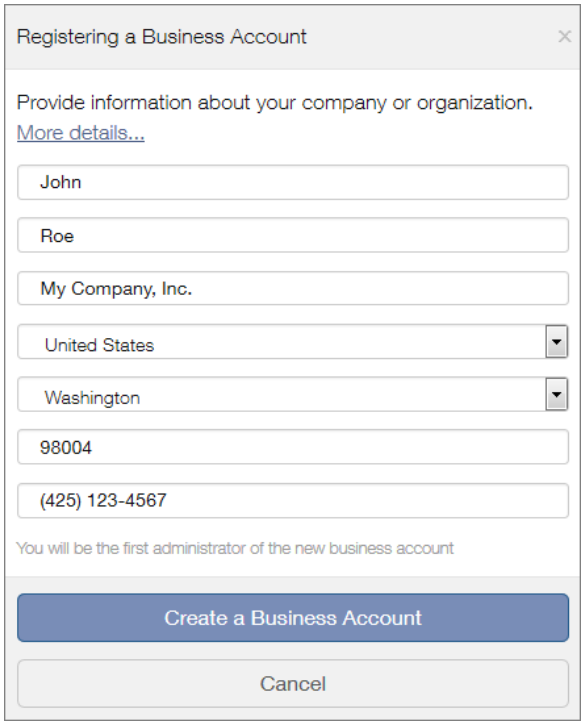
2 Click next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.

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**.

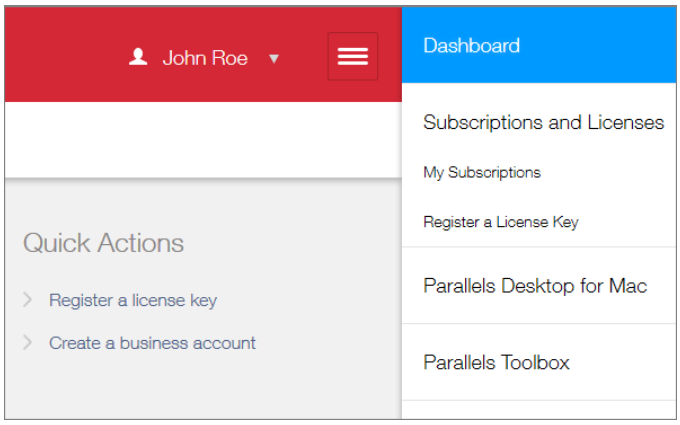
A business account is created for your organization to which you are assigned as the account administrator. When you log in to your personal account, you can manage personal and business products from the same account.

Register a Subscription

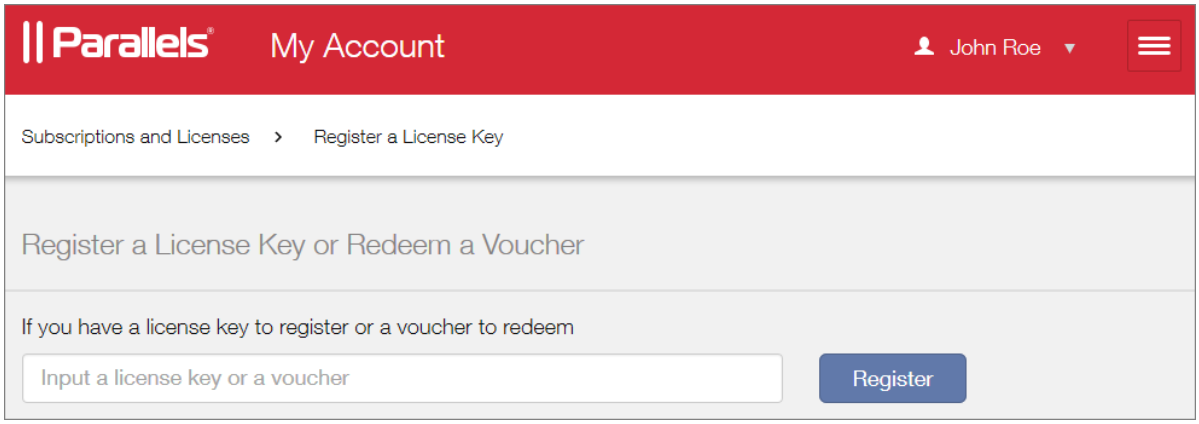
To register your Parallels Desktop for Mac Business Edition subscription in Parallels My Account:

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.



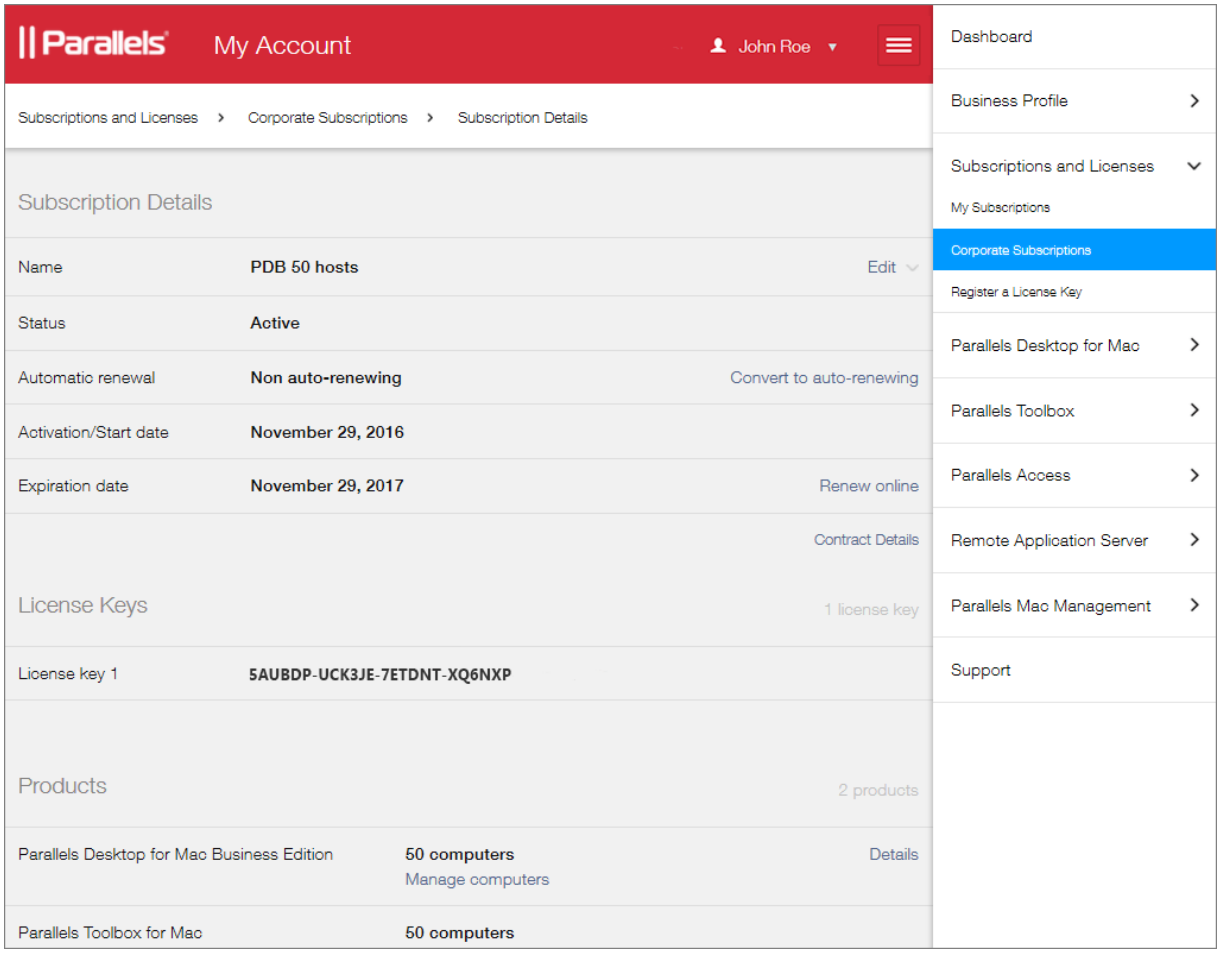
3 Click the **Register a license key** link in the **Quick Actions** section. The **Register a License Key** page opens.



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. Note that if you haven't already created a business account for your organization, you will be asked for your company info here. Simply follow the instructions and provide the information. After you do, a business account will be created and your subscription will be registered with it.

6 To verify that your subscription is registered, 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 Parallels Desktop Business Edition on individual Mac computers.

Subscription Duration

When you receive your Parallels Desktop Business Edition license key, your subscription begins immediately. When you activate Parallels Desktop Business Edition on a Mac computer, it will stay active for the duration of the subscription.

For your users to continue running Parallels Desktop on their Mac computers, you should renew your subscription before the actual expiration date. However, Parallels Desktop Business Edition customers are automatically eligible for a grace period of 30 days, during which Parallels Desktop will continue to run normally on Mac computers. This should give you enough time to renew your subscription.

License Renewal

A Parallels Desktop Business Edition license is renewed automatically via the Internet. When Parallels Desktop is running on a Mac, it sends a license renewal request to the Parallels licensing servers at random intervals. Once a license update is available, it is automatically downloaded and installed.

Parallels Desktop uses port 443 (the standard SSL port) to communicate with the Parallels licensing servers from which it obtains license updates.

CHAPTER 3

Manage Accounts, Subscriptions, and Licenses

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

In This Chapter

About Parallels My Account 11
Manage Your Accounts 12
Manage Subscriptions and Licenses 22
Manage Licensed Mac Computers 28
Downloads 31
Get Support 31

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.

Personal product subscriptions and licenses are registered in a personal account and belong to an owner of the personal account exclusively. Business product 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). A regular member of a business account cannot manage Parallels Desktop for Mac Business subscription and 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.

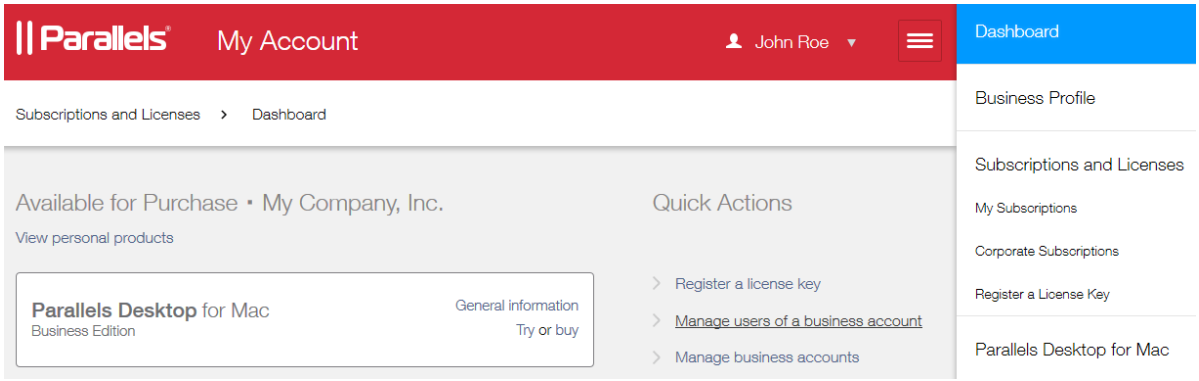
Read on to learn how to perform the above tasks.

Add an Administrator to an Existing Account

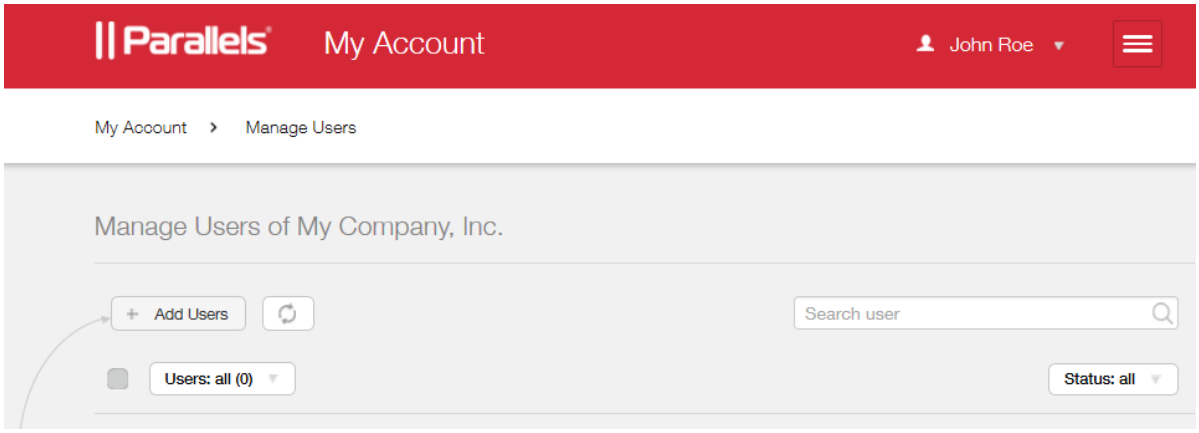
As an administrator of an existing account, you can add other administrators to it, so they can help you manage your subscriptions and licenses.

To add an administrator to the account:

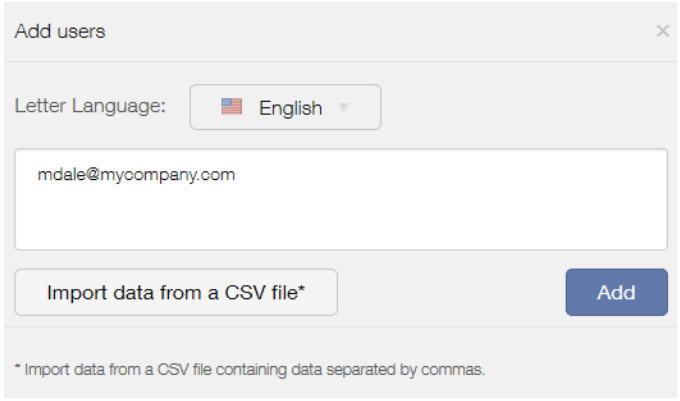
1. Sign in to Parallels My Account using your email address and password.
2. Click next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.
3. On the **Dashboard** page, click **Manage users of a business account** in the **Quick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



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

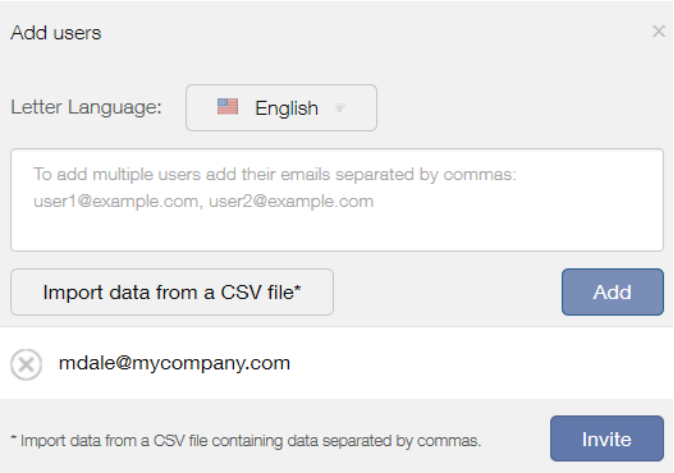


5 In the **Add users** dialog, type the email address of the user you want to invite to join the account. If you are adding more than one user, separate email addresses by comma.



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.

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

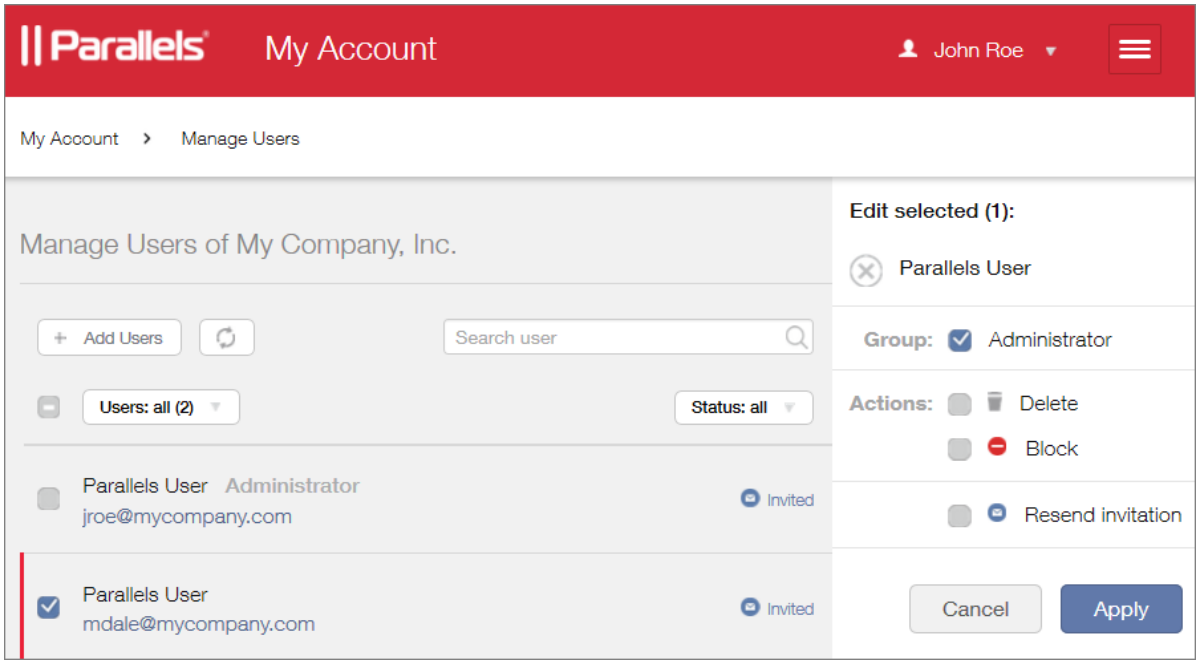


7 Click **Invite** when ready.

8 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.

9 The email address to which you have sent an invitation should appear on the **Manage Users** page. If it doesn't, refresh the page.

10 Select a check box in front of the user name. The **Edit selected** dialog opens on the right side of the page.

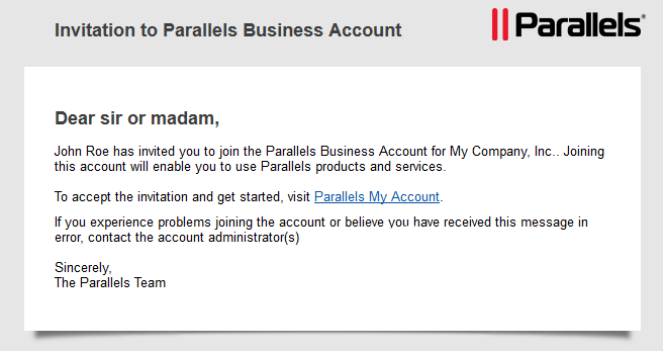


11 In the dialog, do the following:

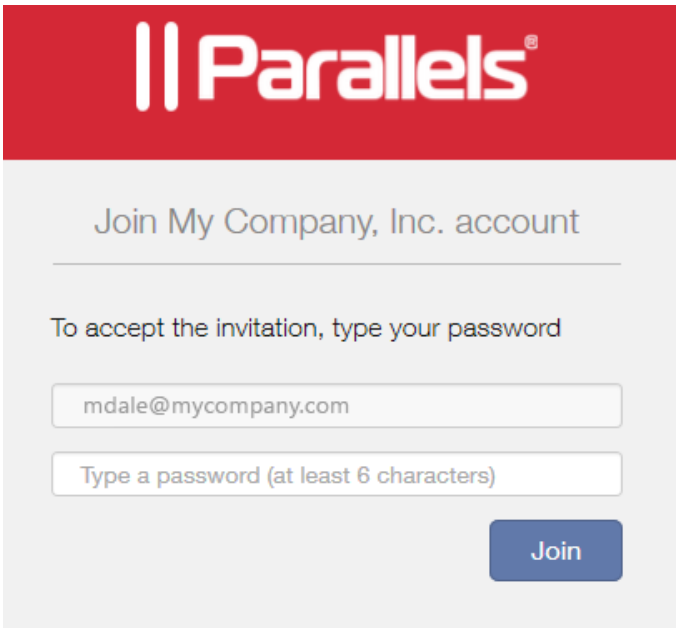
- In the **Group** section, select **Administrator** to grant the user administrative rights. An account administrator can manage other users and company assets (subscriptions and licenses).
- Make a note of the **Actions** section where you can delete or block a user, or resend an invitation email.

12 Click **Apply**.

13 The user will now check their email. Once they receive it, they should 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.

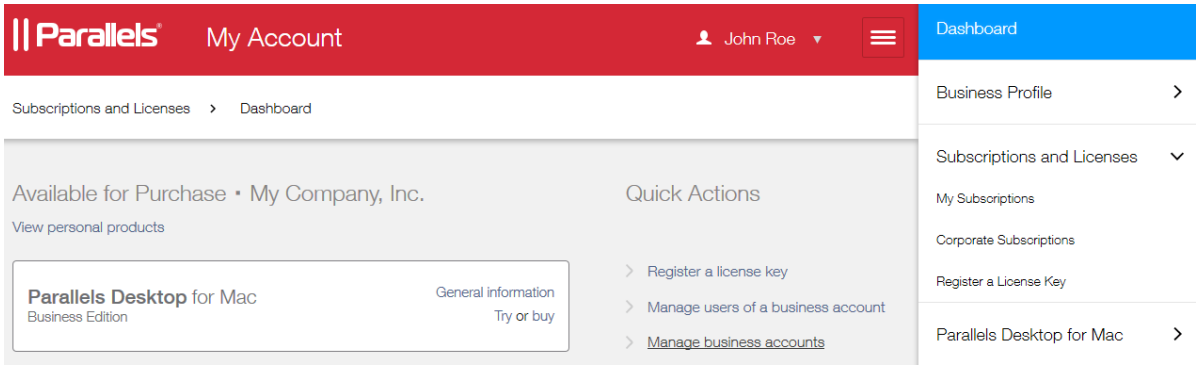
Removing a User from an Account

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

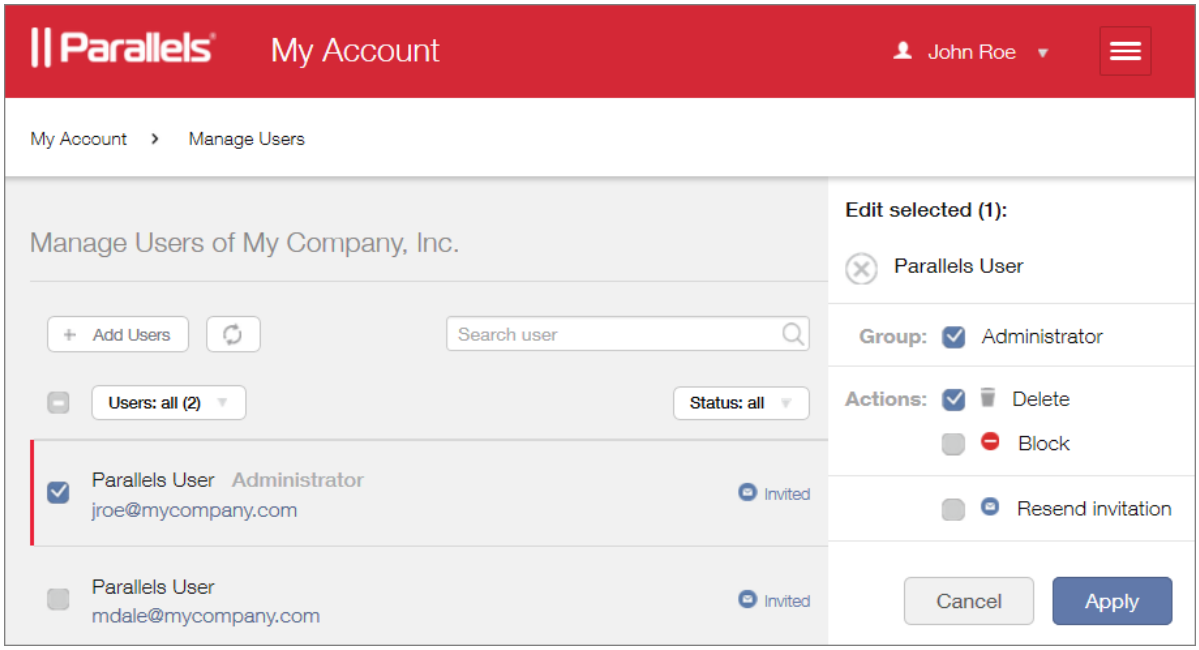
To remove a user from the account:

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.

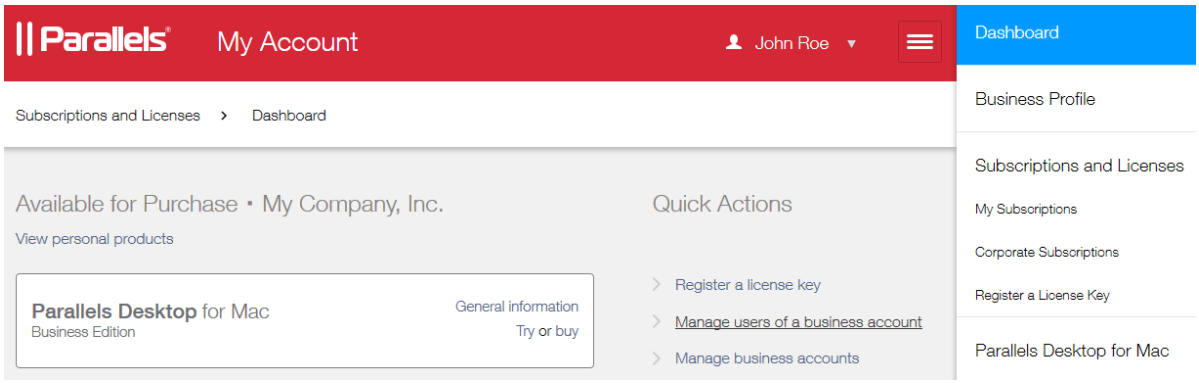
The procedure consists of the following steps:

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.

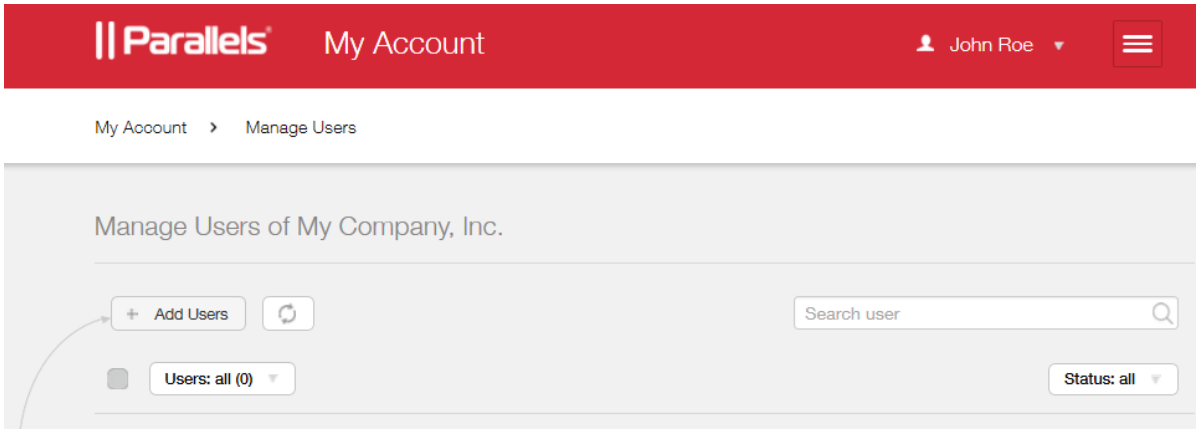
The following describes the procedure step by step.

Invite the personal account owner to join the business account

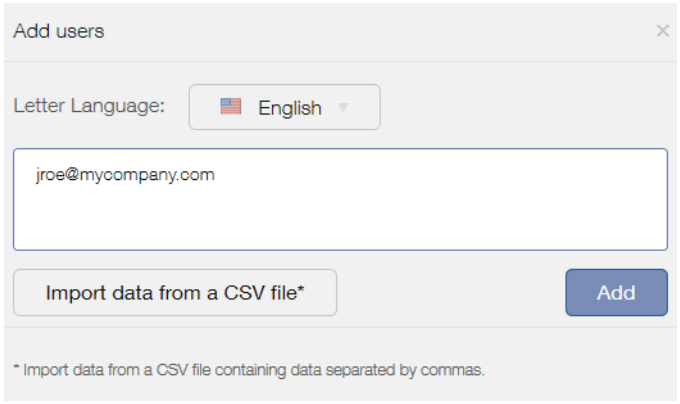
1. Sign in to Parallels My Account using the email address you use to manage business products.
2. Click next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.
3. On the **Dashboard** page, click **Manage users of a business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



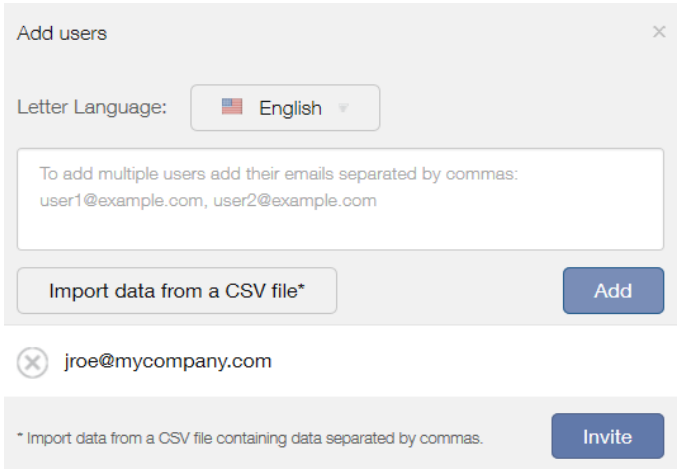
4 On the **Manage Users** page, click **Add Users**.



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



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

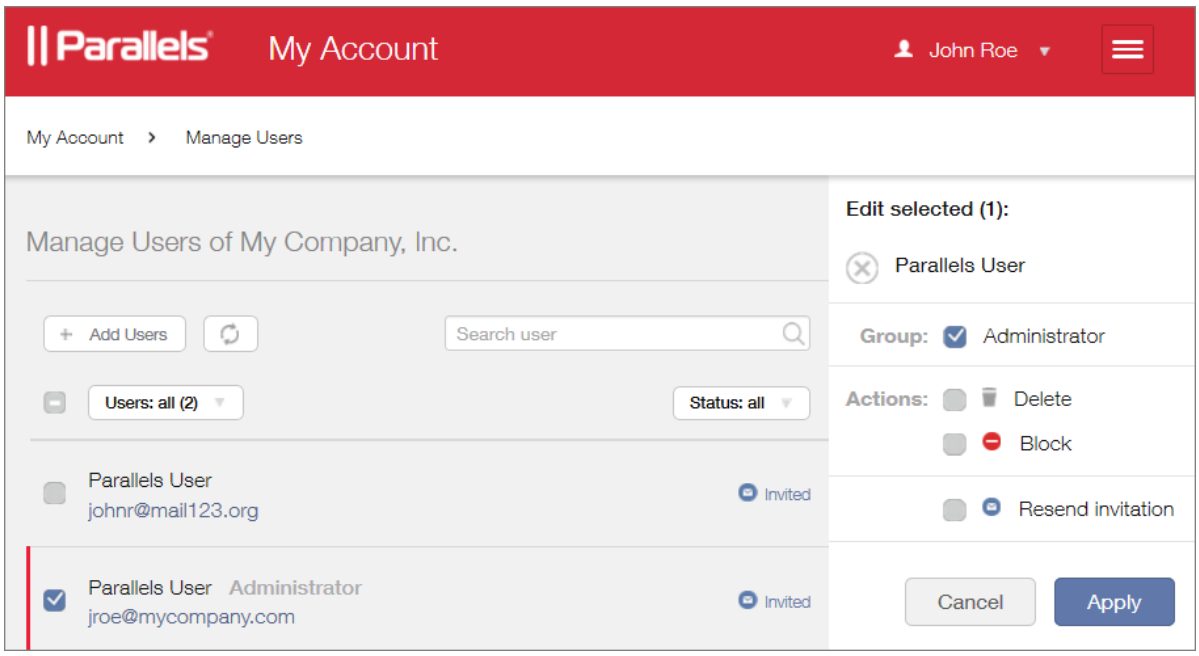


7 An email will be sent to the specified email address with an invitation to join the account. We'll get to this email a little later.

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.

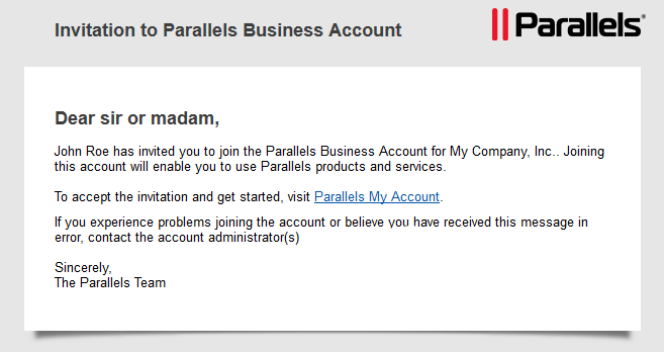
2 Select a check box in front of the user name. The **Edit selected** dialog opens on the right side of the page.



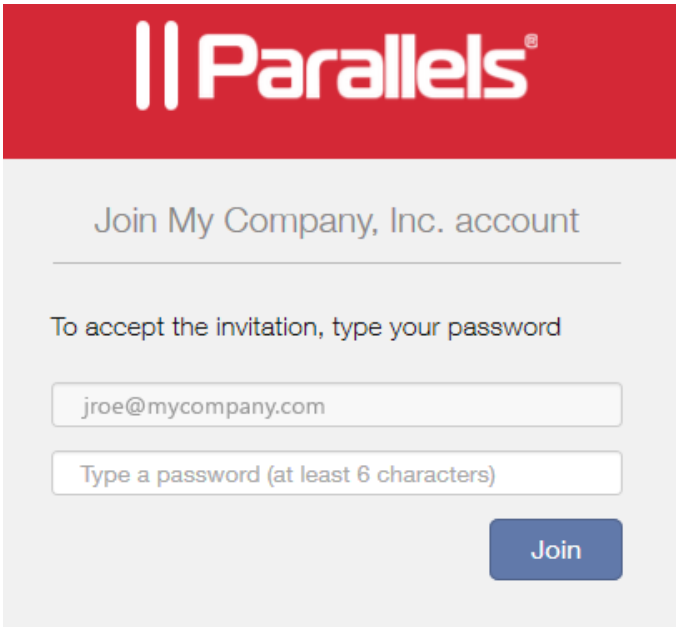
3 Select the **Administrator** option in the **Group** section and click **Apply**.

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**.

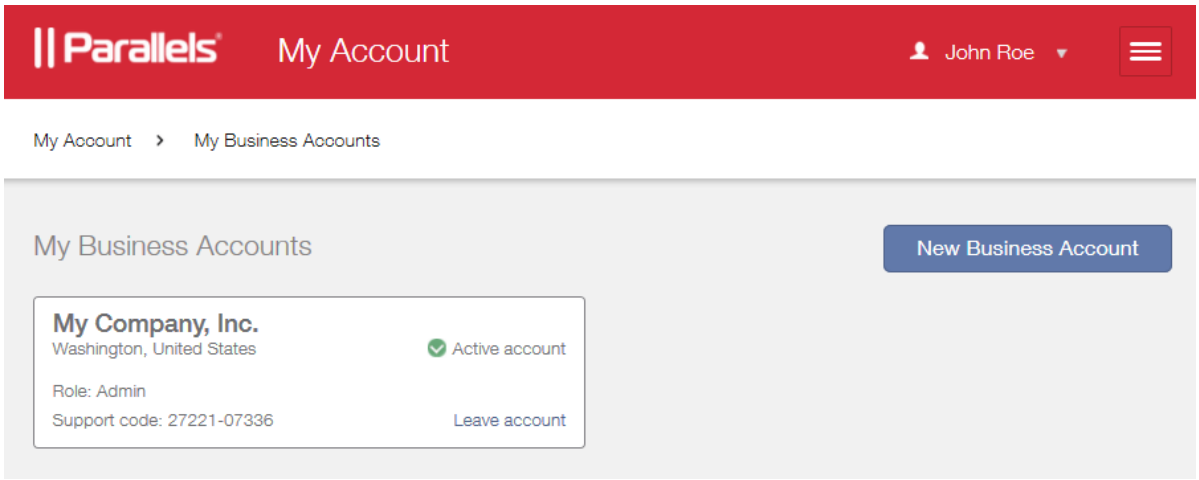
You can now use your Parallels My Account to manage both personal and business subscriptions.

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.

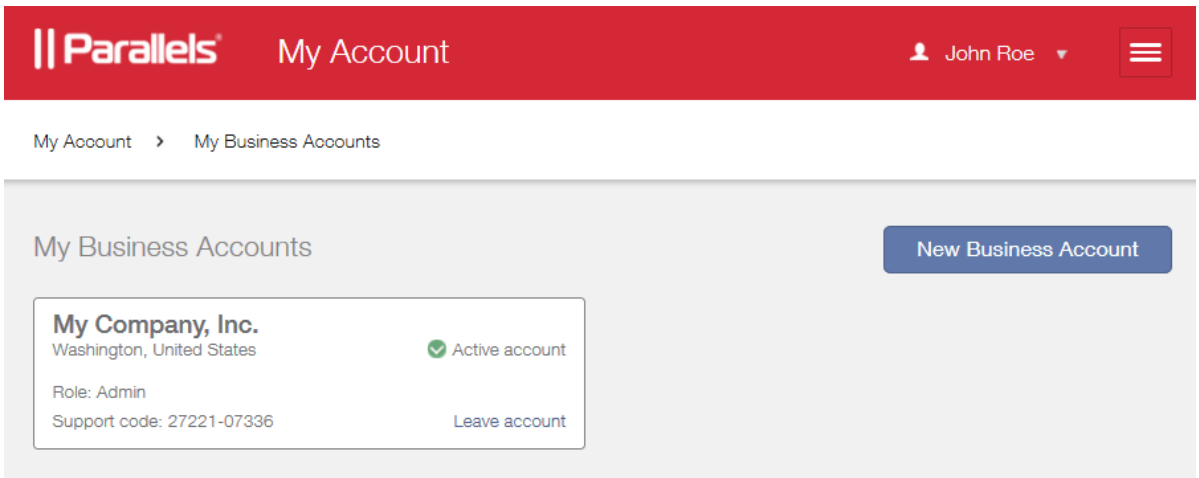
The procedure consists of the following steps (we've partially covered them in the previous section):

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 **Add an Administrator to an Existing Account** for details (p. 12).
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**.



6 A message box opens asking your 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.

Manage Subscriptions and Licenses

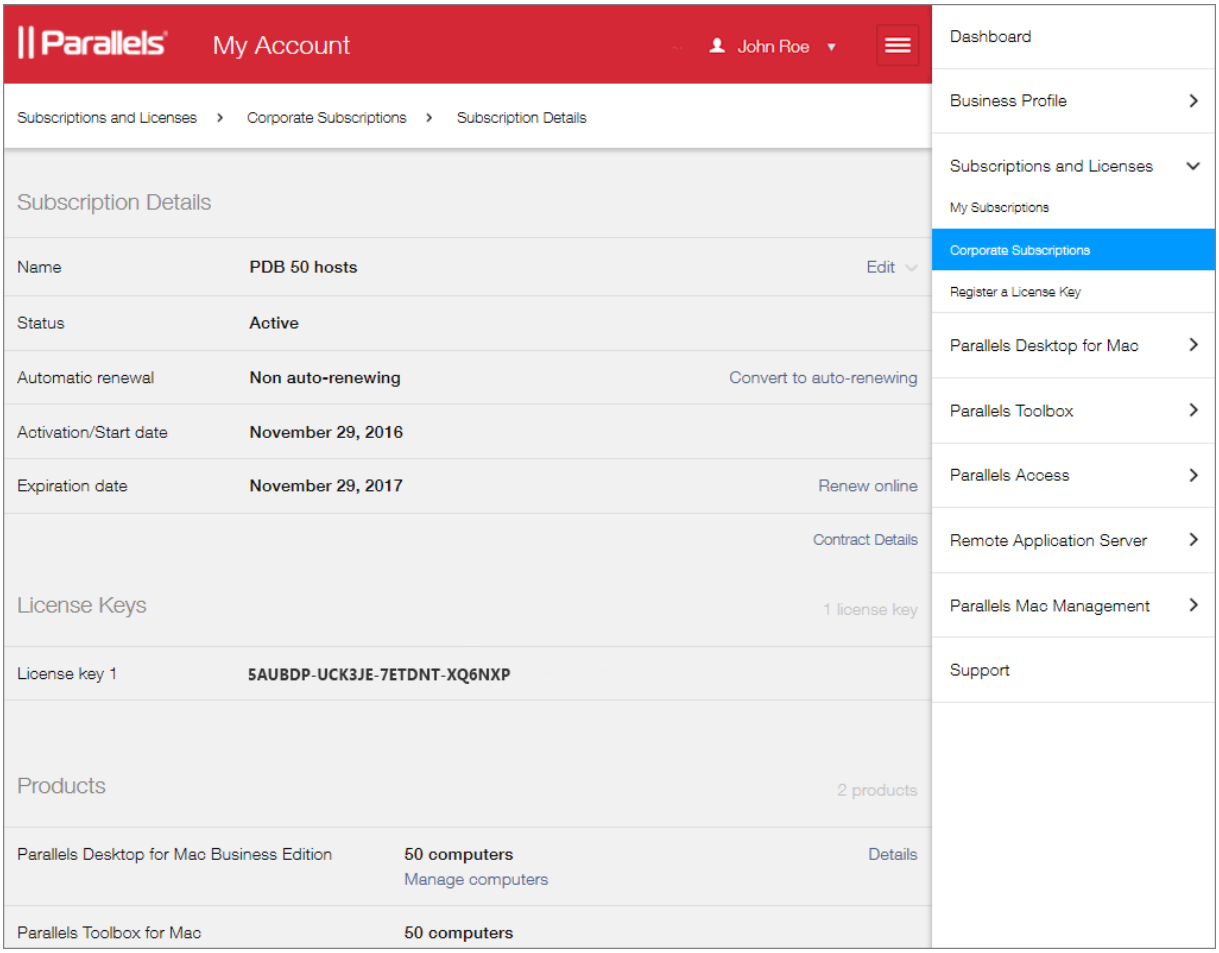
To view your business subscriptions:

1 Open the side menu by clicking next to your user name.

2 In the side menu, click **Subscriptions and Licenses** > **Corporate Subscriptions**.

3 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.

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



The page is split into three section described below.

Subscription Details

The **Edit** link next to subscription name allows you change it. You can use any name you like.

Other information in the **Subscription Details** section include subscription status, automatic renewal info, and start/expiration dates.

License Keys

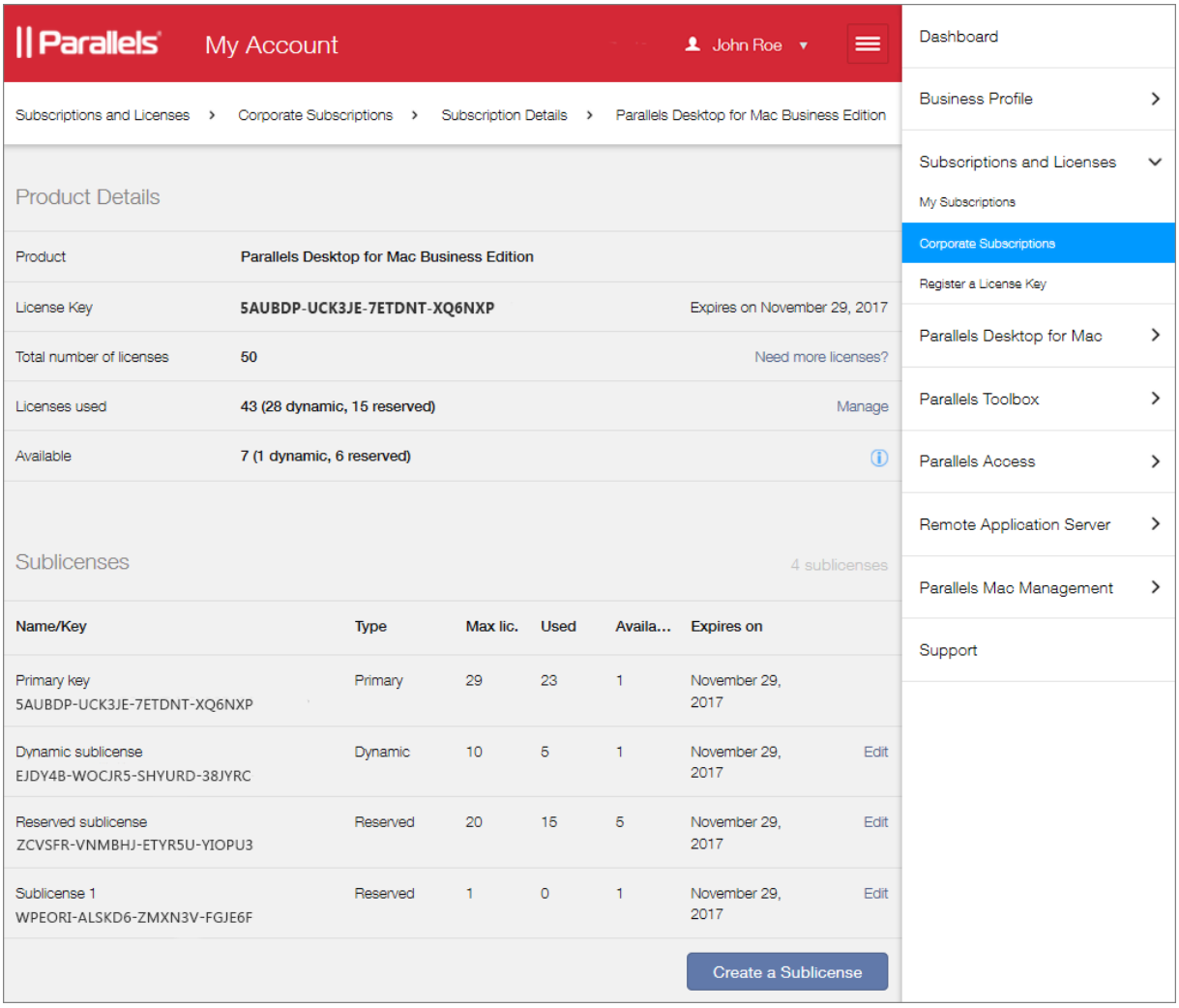
The **License Keys** section displays the license key included in the subscription. This is the key you use to activate Parallels Desktop Business Edition on Mac computers. Please note that you can also create sublicenses with their own unique license key and then activate Parallels Desktop using those keys. We'll talk more about sublicenses in the section that follows this one.

Products

The **Products** section displays product(s) that this subscription covers (e.g. Parallels Desktop for Mac Business Edition, Parallels Toolbox for Mac).

The **Manage computers** link allows you manage Parallels Desktop licensing on individual Mac computers. This functionality is described in detail in **Manage Licensed Mac Computers** (p. 28).

The **Details** link allows you to manage individual licenses and sublicenses. When you click the link, the **Product Details** page opens.



The **Product Details** section contains information about the product (i.e. Parallels Desktop for Mac Business Edition), the license key, and the info about individual licenses, including:

- **Total number of licenses**: Specifies the total number of licenses included in the subscription.

- **Licenses used:** The number of current Parallels Desktop installations that were activated using this subscription. The numbers in parenthesis indicates how many of the used licenses are dynamic and how many are reserved. You will only see the numbers split if you have sublicenses with dynamic and/or reserved license allocation. For more information, please see **Creating Sublicenses** (p. 25), which is the section that follows this one.
- **Available:** The number of unused licenses. Once again, the numbers in parenthesis indicate how many of these licenses are dynamic and reserved (see above). To learn more, click the information icon (at the end of the row) and follow the link to a KB article.

The **Sublicenses** section lists existing sublicenses.

Note: The **Sublicenses** section is only displayed if you've created sublicenses previously. If you haven't created any sublicenses yet, the section will be hidden. The **Create a Sublicense** button is always displayed, so you can create a sublicense if needed.

The displayed sublicenses information includes the following:

- The first row in the table always contains the primary license key information. This is the same key as the one displayed in the **Product Details** section above the **Sublicenses** section (i.e. this is the key that came with your subscription). The primary key information is included in the list for you to easily see in one place how your licenses are distributed between the primary key and existing sublicenses.
- Each row below the primary key contains information about a sublicense. More about this info in the section that follows this one.

If you haven't created any sublicenses yet and would like to create one (or if you want to create an additional sublicense), click the **Create a Sublicense** button.

Read on to learn what sublicenses are and how to create and manage them.

Managing Sublicenses

A sublicense is a virtual license that is linked to the master license but has its own license key.

When creating a sublicense, you can allocate a desired number of licenses to it and specify a custom expiration date for these licenses. This way, a sublicense gets only a limited number of licenses from the main license pool (according to your needs) and the licenses can expire at the same time as the main license, or sooner. In addition, licenses can be reserved to a sublicense, or the sublicense can compete with the main license and other sublicenses for them.

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.
- You are an educational organization and want to activate Parallels Desktop for a group of students in a particular term. Each term will be given a new sublicense key, while the key that was given to a previous term can be removed, so the licenses allocated to it go back to the main license 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`

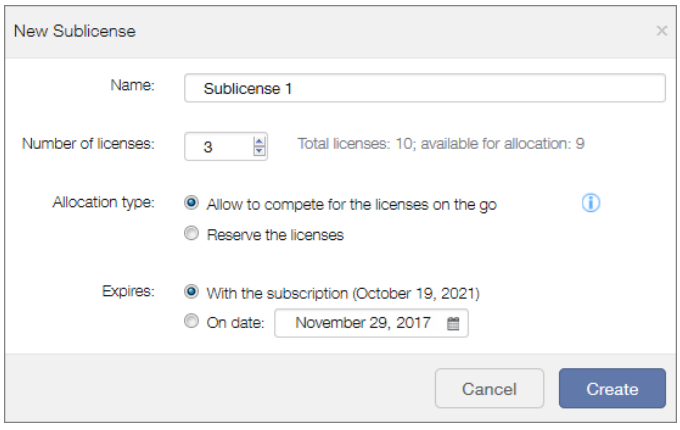
When allocating a maximum number of individual licenses to a sublicense, you need to decide whether they should be reserved for the sublicense or allocated dynamically:

- If licenses are reserved, the master license key (or other sublicense keys) will have no access to these licenses. This can be the choice when you need to guarantee that the sublicense owner can activate a particular number of Parallels Desktop for Mac copies (but not less).
- If licenses are allocated dynamically, the sublicense will have to compete for them with the master license key and other dynamic sublicenses (if any). This can be the choice when you have a requirement for different offices in your organization to use different license keys, but don’t want to strictly limit their license usage.

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:

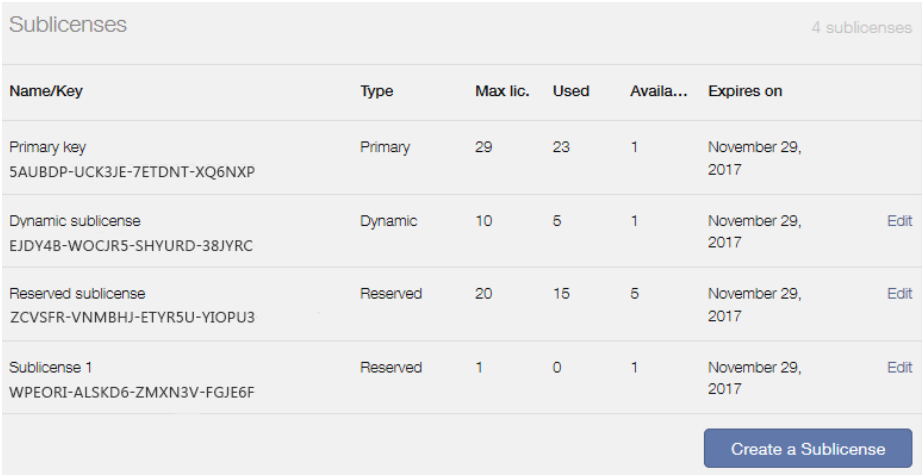
- **With the subscription**. The sublicense will expire on the same date as the subscription.
- **On date**. Use this option if you want the sublicense to expire on a specific date.

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.

Viewing and Modifying Sublicenses

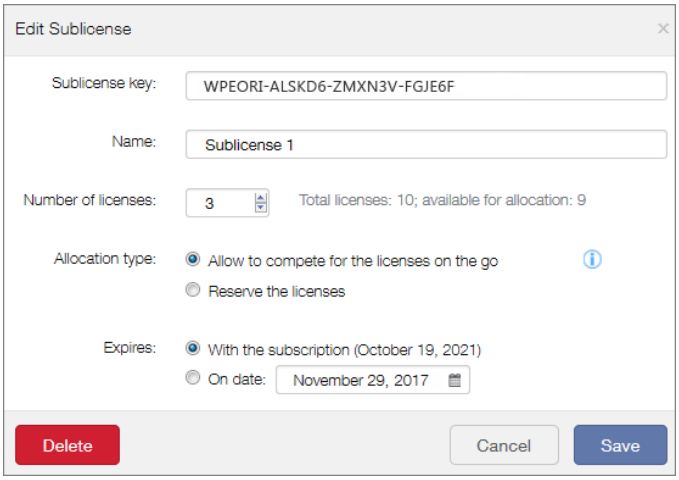
To view existing sublicenses, open the **Product Details** page (**Subscriptions and Licenses** > **Corporate Subscriptions** > **Details)**. The sublicenses are displayed in the **Sublicenses** section.



The first row in the **Sublicenses** table always contains the primary license key information. This is the same key as the one displayed in the **Product Details** section above the **Sublicenses** section (i.e. this is the key that came with your subscription). The primary key information is included in the list for you to easily see in one place how your licenses are distributed between the primary key and existing sublicenses.

- Each subsequent row displayed information about a sublicense, including:
- **Type**. License allocation type: Dynamic or Reserved.
- **Max lic**. The maximum number of licenses. If licenses are reserved, this is the total number licenses included in the sublicense. If licenses are allocated dynamically, this is the maximum number of licenses that can be allocated to this sublicense.
- **Used**. The number of licenses currently used (i.e. the number of current Parallels Desktop installations that were activated using this sublicense).
- **Available**. The number of unused licenses. Please note that for a dynamic sublicense, this number is not guaranteed, because it has to compete for licenses with the primary key and other dynamic sublicenses (if any).
- **Expires on**. Sublicense expiration date. You can modify the date for any sublicense by clicking the **Edit** link (see below). The primary key information is displayed in this table for reference only, so the **Edit** link doesn't apply to it.

If you need to add more licenses to a sublicense or change any of its properties, you can modify it by clicking the **Edit** link at the end of a row. This will open 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 Mac computers with activated Parallels Desktop will be affected.

To delete a sublicense, click **Delete**. If you have Parallels Desktop installations that use this sublicense, they will be deactivated.

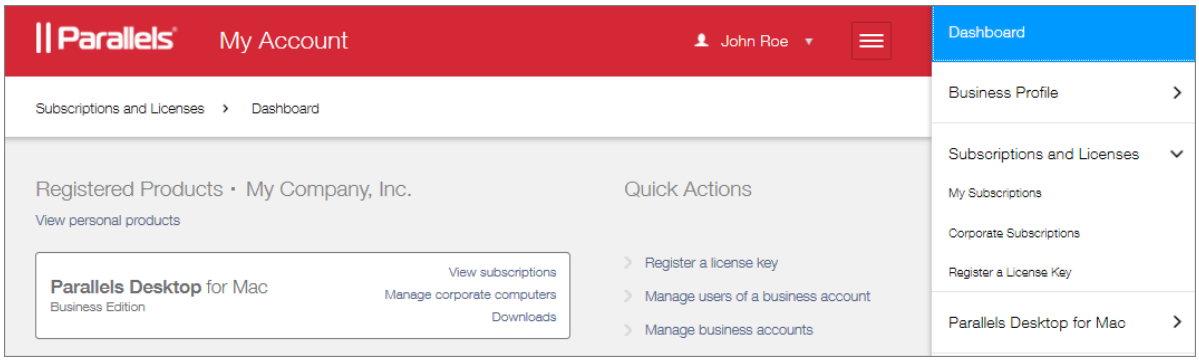
Manage Licensed Mac Computers

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:

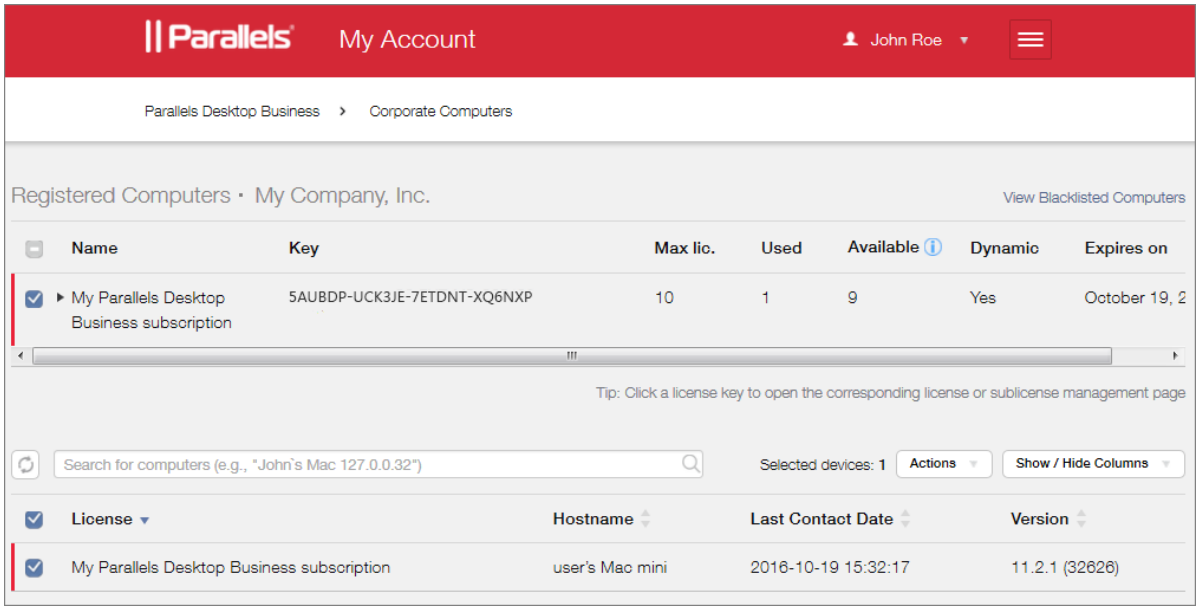
1 Open a side menu by clicking next to your user name.

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.

Hint: use “zoom out” in you browser to see more on a screen. Hide the navigation panel by pressing the icon.

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.

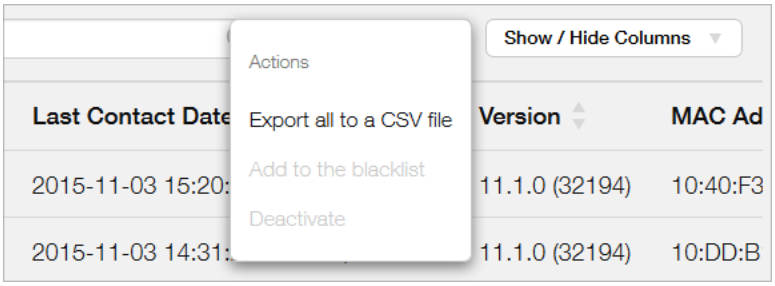
7 The **Actions** drop-down menu allows you to:

- 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

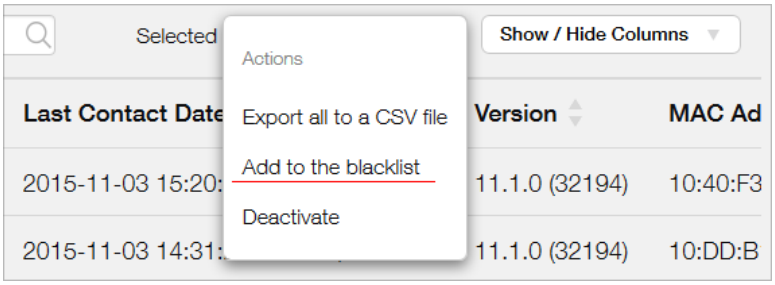
To export the complete computer table to a CSV file, click the **Actions** drop-down menu and select **Export all to a SCV file**.



Blacklist a Mac

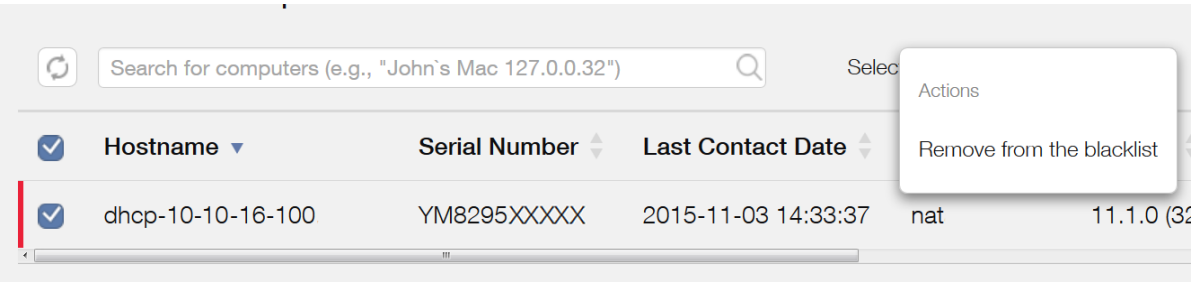
Blacklisting a Mac deactivates Parallels Desktop on it and makes it impossible to activate the same Mac using the same license key. The only way to activate Parallels Desktop on a blacklisted Mac is to use a different license key.

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



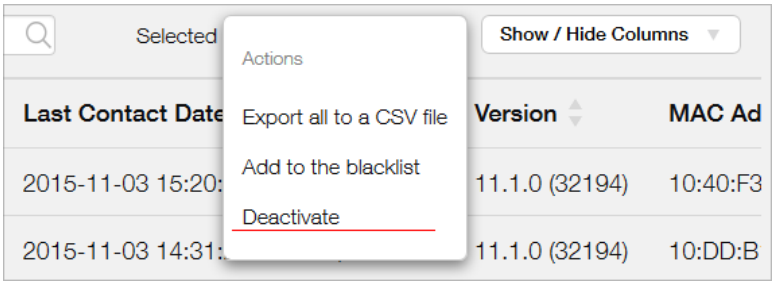
To view the list of blacklisted computers, click the **View Blacklisted Computers** link at the top of the **Corporate Computers** page. The **Blacklisted Computers** page opens.

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, including links to documentation, resources, and Parallels Desktop for Mac Business Edition binaries.

Get Support

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

Note: The Support page is different for personal and business products. To get support for a business product, you have to make sure that you are at the corporate support page. To do so, verify that the navigation link at the top says **Support** > **Corporate Support**. If it says **Support** > **Personal Products**, click the **View business account** link to switch to a corporate page. To switch to your personal account support page, click the **View personal account** link.

The **Corporate Support** page displays 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.

You can also visit the Parallels Desktop for Mac Business Edition support page at `https://www.parallels.com/products/business/support/`

Index

A

About Parallels My Account - 11
Add an Administrator to an Existing Account - 12

B

Blacklist a Mac - 30

C

Create a Parallels Account - 5

D

Deactivate Parallels Desktop on a Mac - 31
Downloads - 31

E

Export the Computer List to a File - 30

G

Get Support - 31

I

Introduction - 4

L

License Renewal - 10

M

Manage Accounts, Subscriptions, and Licenses - 11
Manage Licensed Mac Computers - 28
Manage Subscriptions and Licenses - 22
Manage Your Accounts - 12
Managing Sublicenses - 25
Merge Accounts - 17

R

Register a Subscription - 5, 8

S

Subscription Duration - 9

T

Transfer a Business Account to Another Administrator - 21