Parallels

Parallels Remote Application Server

Parallels Client for iOS User's Guide

v15

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Getting Started with Parallels Client for iOS

About Parallels Client for iOS

Parallels Client for iOS is an app that allows you to connect to Remote Application Server from your iOS devices.

Invitation Email

Before you start with Parallels Client, your system administrator must send you an invitation email with the instructions on how to install Parallels Client and configure the first connection.

Read on the following topics for more details.

In This Chapter

Installing Parallels Client

System Requirements

To install Parallels Client, you must have an iOS device with iOS version 7.0 or later.

> **Note**: To learn how to check the version of iOS on your device, please refer to the device manufacturer's documentation.

Installation Procedure

The preferred way to install Parallels Client is to follow the instructions from the invitation email (p. 4).

Another way to install Parallels Client is to install it from the App Store. Do the following:

1   On your iOS device, open App Store.

2   Search for `Parallels Client`.

3   Tap **Install** and follow the onscreen instructions.

Configuring a Connection

To configure the first connection, follow the instructions from the invitation email (p. 4).

Configure Connection Automatically

To configure Parallels Client to connect to Remote Application Server automatically, follow the instructions from the invitation email.

Configure Connection Manually

The invitation email from your system administrator contains the parameters that you can use to configure a connection manually. Do the following:

1   Open Parallels Client on your iOS device.

2   Tap the **Plus** icon ✚ in the top right corner.

3   Then you need to select the type of connection to configure:

- Tap **Remote Application Server** to create a Parallels Remote Application Server connection.
- The **Standard RDP** option creates a standard Remote Desktop connection.

4 In the next step, specify the **Primary Server**, **Port**, and **Connection Mode** settings. You must take them from the invitation email.

iPad ☎	11:36	⊕ ☀ 36 %
‹ Back	**New Remote Application Server Connection**	

Connection Settings

Name	›
Primary Server*	›
Secondary Server	›
Port*	80 ›
Username*	›
Password	›
Connection Mode	Gateway Mode ›

*Items are required.

Additional Settings

Display	›
Printing	›
Local Resources	›
Experience	›
Network	›

Connections   Settings   About

5 Enter your user name.

6 Tap Back.

Now you should see the connection that you just created.

iPad ☎	11:41	⊕ ☀ 36 %
Edit	**Connections**	+

2X 10.30.26.106	Edit ⓘ

To connect to Parallels Remote Application Server using the connection that you created:

1 Tap the connection.

2 When asked, enter your password.

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3 If the connection was successful, you will see the published resources that you can use. If you receive an error, verify that the connection and logon information is entered correctly and try again.
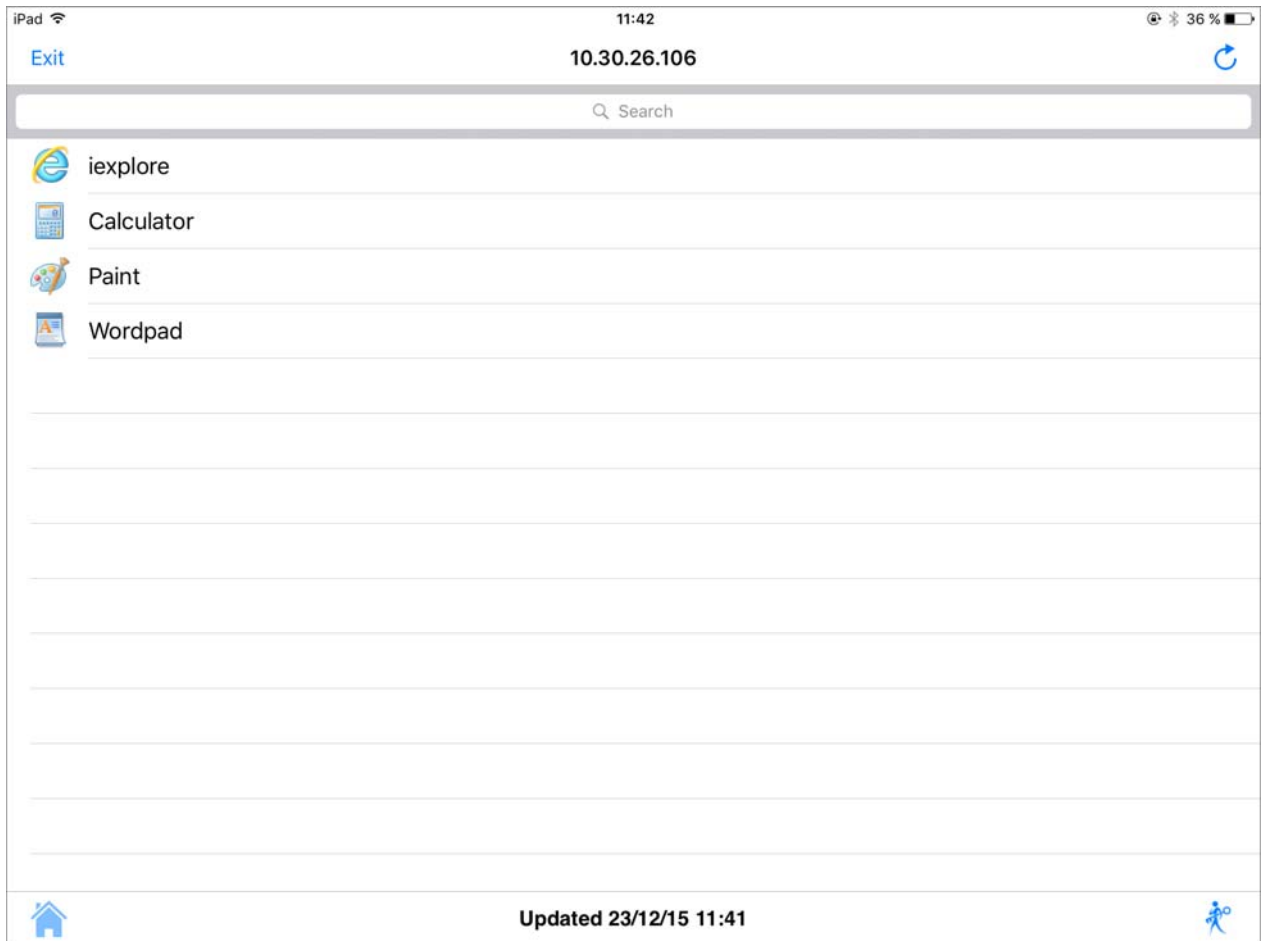
C H A P T E R   2

Using Parallels Client for iOS

In This Chapter

Logging On and Working with Sessions

To connect to a remote server, tap a connection in the **Connections** list.

Every time you connect to a remote server using Parallels Client, a session is created for the connection. When you're connected to a remote server and see the published resources, you can do the following:

- Refresh the session and published resources view by tapping the **Refresh** icon in the top right corner.

- Disconnect your session by tapping **Exit** in the top left corner.

Adding a New Connection

Parallels Client allows you to create and save more than one connection, so you could easily connect to different servers or using different connection properties, etc.

To add a new connection:

1   Open Parallels Client on your iOS device.

2   Tap the **Plus** icon in the top right corner.

3 Then you need to select the type of connection to configure:

- Tap **Remote Application Server** to create a Parallels Remote Application Server connection.

- The **Standard RDP** option creates a standard Remote Desktop connection.

4 In the next step, enter the connection properties:
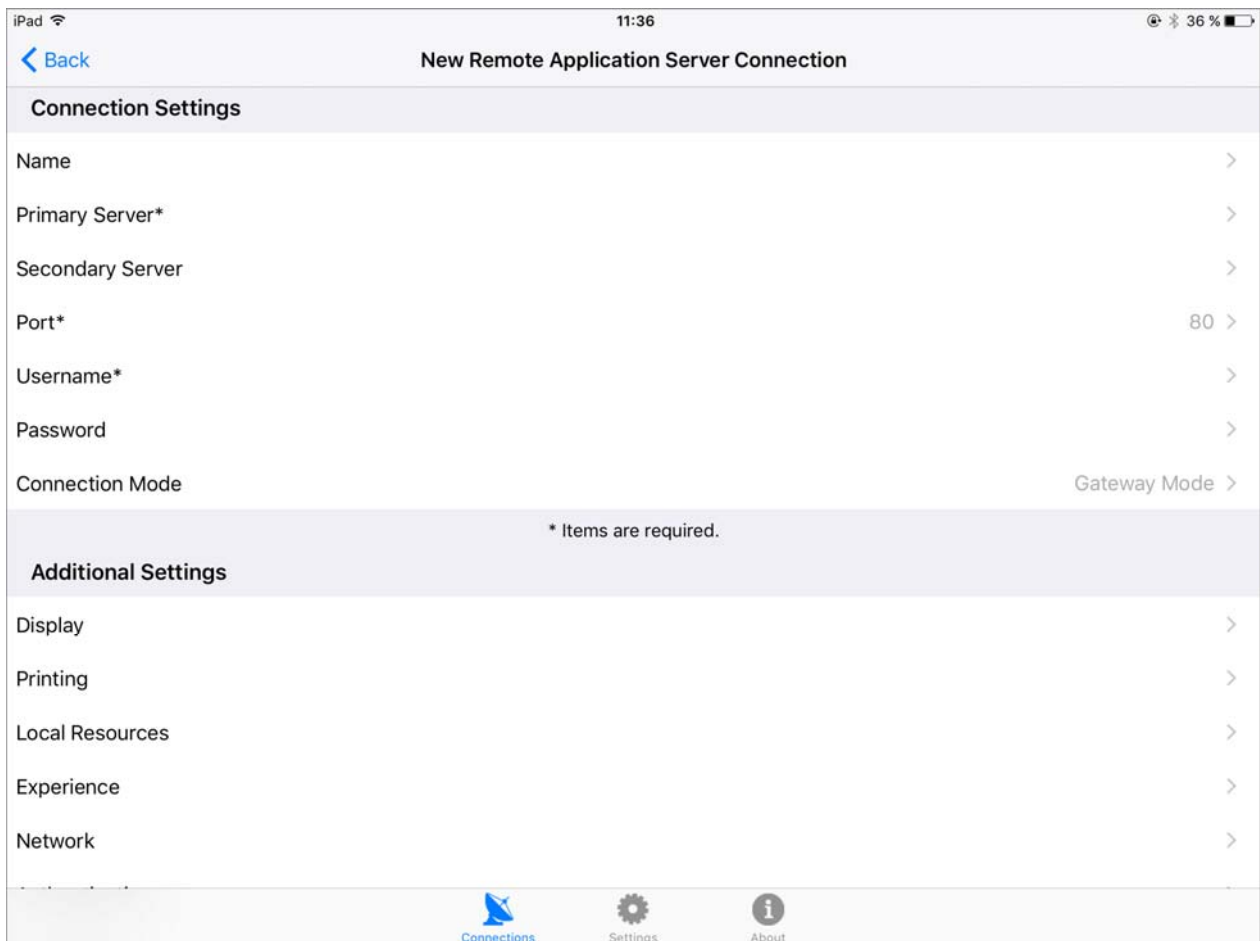
- **Name**. Choose and type a friendly name for this connection.

- **Primary Server**. Specify the RAS Secure Client Gateway name or IP address.

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- **Secondary Server**. If you have more than one Gateway available to connect to your farm, you can use a secondary connection. The client will use the secondary connection if the primary server fails.

- **Port**. This field normally contains a default value (80). For RDP connections, the default value is 3389. You should only modify it if your system administrator told you to do so.

- **User Name**. Enter your user name.

- **Connection Mode**. Select one of the following:

> **Note:** This option is not available for RDP connections.

a **Gateway Mode**. Parallels Client connects to the RAS Secure Client Gateway and the session connection is tunneled through the first available connection. This mode is ideal for Terminal servers, VDI desktops and remote PCs that are only reachable via the gateway and do not require a high level of security.

b **Gateway SSL Mode**. Same as the gateway mode above, but uses encryption to secure the data.

c **Direct Mode**. Parallels Client first connects to the RAS Secure Client Gateway for the best available terminal server and then connects directly to that server. This is best used when the Parallels Client and the terminal server reside on the same network.

d **Direct SSL Mode**. Same as the direct mode above, but uses encryption to secure the data.

5 Tap Back.

Now you should see the connection that you just created.

To connect to Parallels Remote Application Server using the connection that you created:

1 Tap the connection.

2 When asked, enter your password.

3 If the connection was successful, you will see the published resources that you can use. If you receive an error, verify that the connection and logon information is entered correctly and try again.
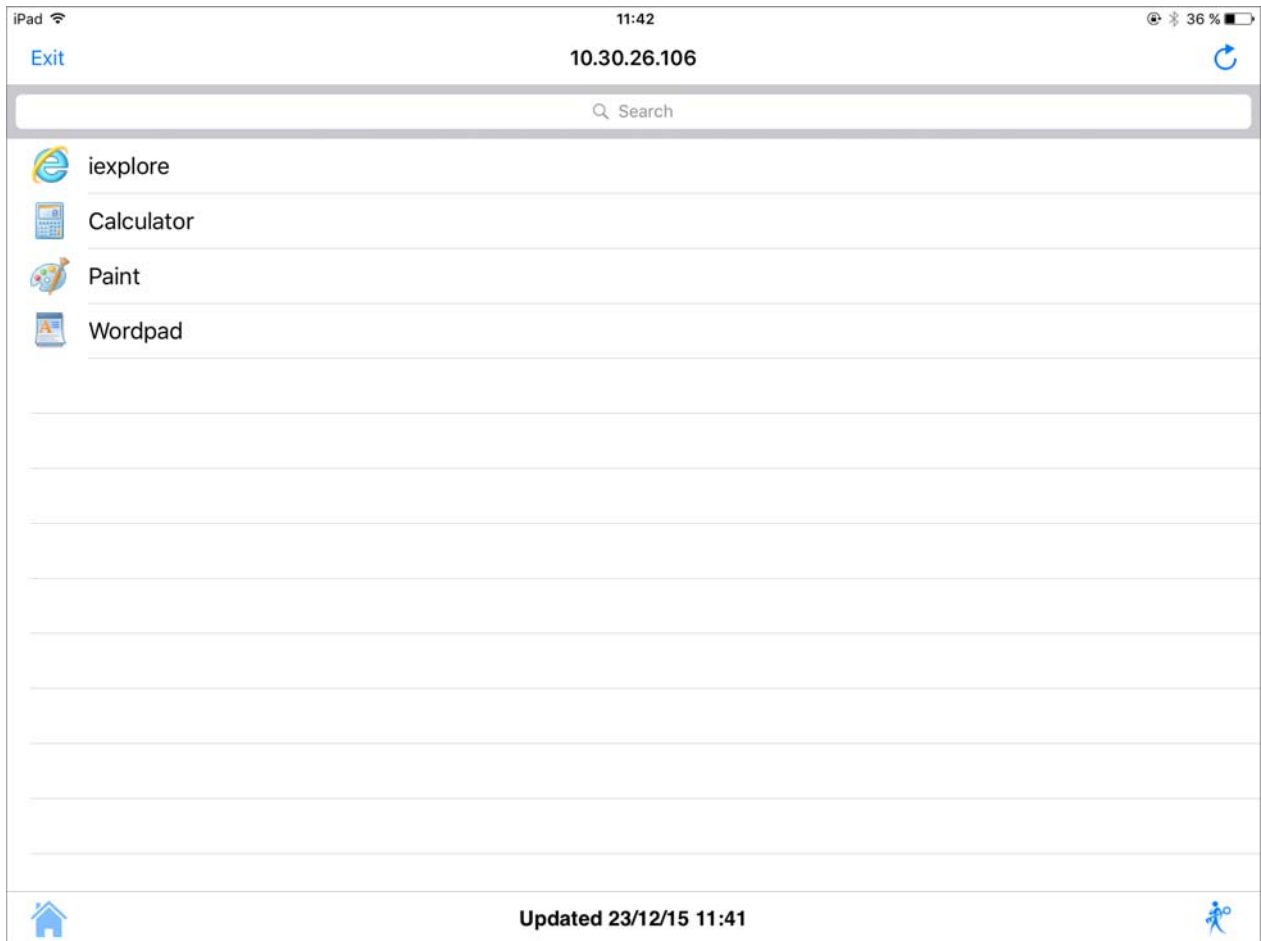
Modifying Connection Properties

To modify connection properties, tap **Edit** from the **Connections** list:
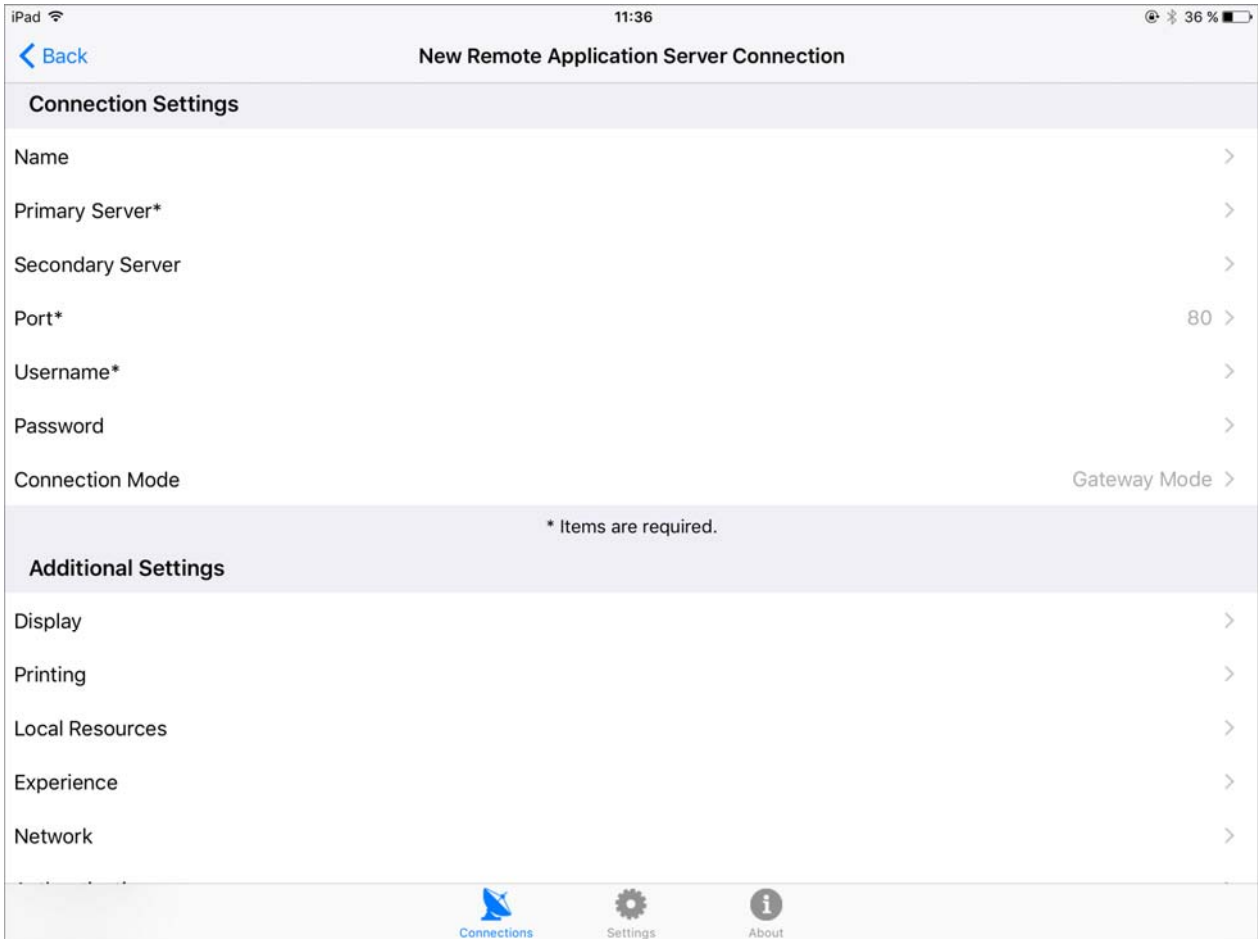
The following subsections describe the tabs that you can tap to view and configure the groups of connection properties.

Display

On the **Display** tab, specify the following display options:

Graphics Settings

- **Acceleration**. This menu allows you to select the graphics encoding. Choose one of the following:

  Note: The acceleration setting does not affect connections with color depth less than 32 bit.

- **None**. Select this option for devices with low processing capabilities.
- **Basic**. Select this option for devices with average processing capabilities and latency network environments. The option requires additional processing power from the client device to support improved image compression.
- **RemoteFX**. Select this option for devices with average processing capabilities and average to low latency network environments. The option makes your remote session experience the most fluid.

> **Note:** If you select **RemoteFX**, the color depth is forced to 32 bit.

- **Color Depth**. This menu allows you to select the color resolution. **High Color (16 bits)** is recommended.

Desktop Settings

- **Use Optimized Size**. Select this option to use the most suitable screen resolution. If disabled, you will be able to select from a range of screen resolutions.
- **Orientation**. Use this menu to choose the screen orientation you need.

Printing

The **Printing** tab allows you to configure the printing options.

RAS Universal Printing

From the **RAS Universal Printing** menu, select one of the following:

- **Disable**. Disables your ability to redirect printing devices from published resources.
- **Print**. Choose this option to redirect print jobs from a published resource to a selected printer.
- **View**. Select this option to open the printing document in the PDF format.

Default Printer Settings

From the **Default Printer** menu, select one of the following:

- **None**. Default printer for the session is chosen depending on the server settings.
- **RAS Universal Printer**. Select this option if you want to use RAS Universal Printer.
- **Custom**. When this option is selected, you can specify a custom printer which might be installed on the remote computer. The first printer that matches the printer name inserted in the custom text box, will be set as the default printer on the remote computer.

  Select **Match exact printer name** to match the name exactly as inserted in the custom text field. Please note that the remote printer name might differ from the original printer name. Also note that local printers might not be redirected due to server settings or policies.

Local Resources

The **Local Resources** tab allows you to configure how the sound on the remote computer should be handled.

From the **Sound Output** menu, choose one of the following:

*   **Don't Play**. Select this option to disable sound.

*   **Redirect to Device**. Select this option to redirect sound from the remote computer and play it on your iOS device.

*   **Leave at Remote Computer**. Select this option to play sound on the remote computer.

Experience

The **Experience** tab allows you to tweak the connection speed to optimize the performance of the connection with the remote host. The following options can be configured:

> **Note**: Most of these options make the remote computer desktop, menus and windows look pretty but may slow down the connection speed. It's safe to enable these options if your connection speed is 100 Mbps or faster.

*   **Connection Speed**. Select the suitable connection speed to match your environment for the most fluid experience.

*   **Desktop Background**. Enable this option to show the remote computer desktop background.

*   **Font Smoothing**. This option makes all fonts smooth for improved readability.

*   **Menu Animation**. If menus and windows on the remote computer have visual effects and this option is enabled, these effects are also shown on your iOS device.

*   **Desktop Composition**. Desktop composition changes the way windows are depicted on the screen.

*   **Window Dragging**. Enable this option to show window contents when dragging windows.

*   **Themes**. Enable this option to use the remote desktop themes when connected.

*   **Bitmap Caching**. This option must be enabled to increase the connection bandwidth efficiency.

*   **Enable Compression**. It is recommended to enable this option to have a more efficient connection.

Network

The **Network** tab allows you to configure a proxy server if you have to use one to connect to Parallels Remote Application Server.

To configure a proxy server, enable **Use Proxy Server**, tap **Server Type** and then select the protocol from the following list:

- **SOCKS4**. Enable this option to transparently use the service of a network firewall.
- **SOCKS4A**. Enable this option to allow a client that cannot connect to resolve the destination host's name to specify it.
- **SOCKS5**. Enable this option to be able to connect using authentication.
- **HTTP 1.1**. Enable this option to connect using the standard HTTP 1.1 protocol connections.

Specify the proxy host domain name or IP address and the port number.

For SOCKS5 and HTTP 1.1 protocols, select **Authentication** and enter user credentials.

Authentication

The **Authentication** tab allows you to specify what happens if Parallels Client fails to authenticate with the Terminal Server.

From the **On Authentication Failure** menu, select one of the following options:

- **Connect**. The user can ignore the certificate of the server and still connect.
- **Warn**. The user is alerted about the certificate and still has the ability to choose whether to connect or not.
- **Do not connect**. The user is not allowed to connect.

Advanced

The **Advanced** tab allows you to customize the default behavior of Parallels Client. You can specify the following properties.

Redirection

- **Redirect URLs to this Device**. Enable this option to use the local web browser when opening 'http:" links.
- **Redirect MAIL to this Device**. Enable this option to use the local mail client when opening 'mailto:' links.

Authentication

- **Use Pre Windows 2000 Login Format**. Enable this option to use `domain\user` as the login format to log in to remote computer.
- **Network Level Authentication**. Select this option to enable network level authentication, which will require the client to authenticate before connecting to the server.

Override Device Name

Use the **Override Device Name** field to specify the name that your device will use during a remote desktop session. If set, this will override the default device name. Any filtering set by the administrator on the server side will make use of the **Override Device Name** value.

Modifying Parallels Client Settings

To modify the Parallels Client settings, tap **Settings** at the bottom of the screen.
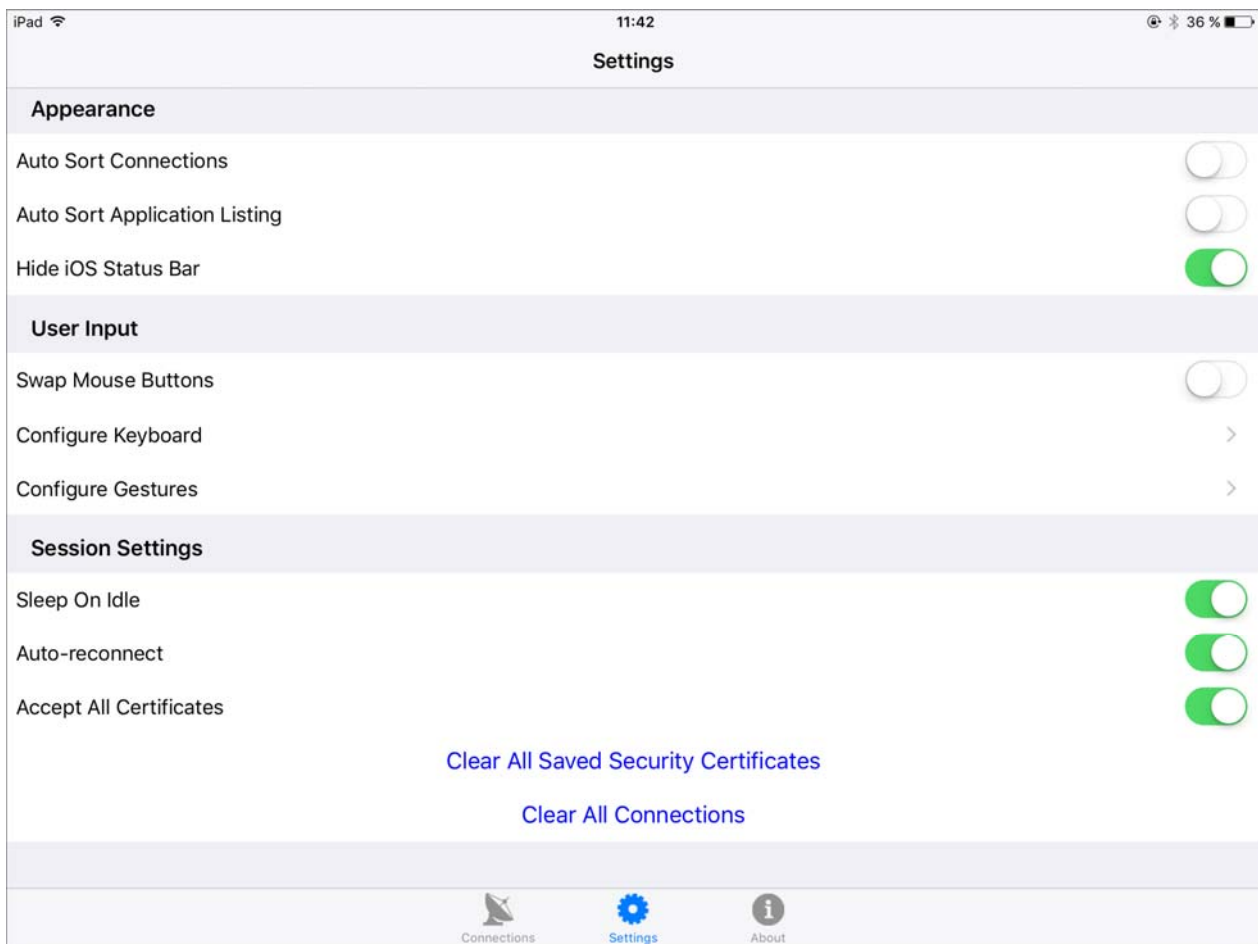
The following subsections describe the tabs that you can click to view and configure the Parallels Client settings.

Appearance

The **Appearance** section allows you to configure the following appearance settings:

- **Auto Sort Connections**. When selected, all connections will be sorted by name.

- **Auto Sort Application Listing**. When selected, all applications will be sorted by name. Folders are placed at the top of the listing.

- **Hide iOS Status Bar**. When selected, the status bar hides automatically when not in use.

User Input

The **User Input** section allows you to configure the mouse-, and keyboard-related settings.

- **Swap Mouse Buttons.** When enabling this setting, the mouse buttons will be swapped on the remote computer.

Keyboard

Tap **Configure Keyboard** to configure the following keyboard-related settings:

- **Keyboard Type**. From this menu, select one of the following:

  - **PC Keyboard**. A fully emulated PC keyboard will be used when working with a remote computer.

  - **iOS Native Keyboard**. The iOS native keyboard will be used when working with a remote computer.

- **Auto-Show Keyboard**. Use this menu to configure whether you want to show the keyboard automatically. Choose one of the following:

  - **Show**. Select this option to show the keyboard when the user sets focus on a text box in a remote session. The keyboard will not hide automatically when the focus is set on a non-textbox area.

  - **Show & Hide**. Select this option to show the keyboard when the user sets focus on a text box in a remote session. The keyboard will automatically hide when the focus is set on a non-textbox area.

  - **No**. If this option is selected, the keyboard will not be shown automatically when the user sets focus on a textbox in a remote session.

- **Keyboard Locale**. This menu allows you to select the keyboard layout you need.

- **Key Clicker**. When this option is enabled and you're working with a remote computer, each keyboard tap will produce an audible sound of a click.

Gestures

Tap **Configure Gestures** to configure what happens when you perform various gestures.

Please see below which gestures can be used and which of them can be configured.

1 Finger Gestures		
	Swipe	
Gesture	**Default Action**	**Configurable**
Swipe Up	Pan Desktop Up	No
Swipe Down	Pan Desktop Down	No
Swipe Left	Pan Desktop Left	No
Swipe Right	Pan Desktop Right	No
Tap	Left Mouse Click	No
Long Press	Right Mouse Click	No

1 Finger Gestures		
	Swipe	
Gesture	**Default Action**	**Configurable**
Swipe Up	Pan Desktop Up	No
Swipe Down	Pan Desktop Down	No
Swipe Left	Pan Desktop Left	No
Swipe Right	Pan Desktop Right	No
Tap	Left Mouse Click	No
Long Press	Right Mouse Click	No

2 Finger Gestures		
	Swipe Pinch	
Gesture	**Default Action**	**Configurable**
Swipe Up	Mouse Wheel Up	Yes
Swipe Down	Mouse Wheel Down	Yes
Swipe Left	Toggle Keyboard	Yes
Swipe Right	Toggle Mouse	Yes
Pinch In	Zoom In	No
Pinch Out	Zoom Out	No

2 Finger Rotation Gestures		Rotate Left Rotate Right	
Gesture		**Default Action**	**Configurable**
	Rotation Left	Enable Panning	Yes
	Rotation Right	Disable Panning	Yes

3 Finger Gestures		Swipe	
Gesture		**Default Action**	**Configurable**
	Swipe Up	Show Keyboard	Yes
	Swipe Down	Hide Keyboard	Yes
	Swipe Left	No Action	Yes
	Swipe Right	No Action	Yes

2 Finger Rotation Gestures		Rotate Left Rotate Right	
Gesture		**Default Action**	**Configurable**
	Rotatio n Left	Enable Panning	Yes
	Rotatio n Right	Disable Panning	Yes

3 Finger Gestures		Swipe	
Gesture		**Default Action**	**Configurable**
	Swip e Up	Show Keyboard	Yes
	Swip e Down	Hide Keyboard	Yes
	Swip e Left	No Action	Yes
	Swip e Right	No Action	Yes

All the configurable gestures can be set to one of the following actions:

Actions Available
No Action
Toggle Keyboard
Show Keyboard
Hide Keyboard
Toggle Mouse
Show Mouse
Hide Mouse
Send Page Up
Send Page Down
Send Up Arrow
Send Down Arrow
Send Left Arrow
Send Right Arrow
Mouse Wheel Up (Scroll Windows Contents)
Mouse Wheel Down (Scroll Windows Contents)
Enable Panning
Disable Panning

Session Settings

The **Session Settings** section allows you to configure connection settings.

- **Sleep On Idle**. Select this option to switch your device to sleep mode if the device is not used for some time and connection is lost.

- **Auto Reconnect**. Select this option to configure your device to reconnect automatically after connection is again available after some failure.

- **Accept All Certificates**. Select this option to accept all certificates automatically (malformed certificates will be rejected).

Checking the Build Number

To check the version and build number of Parallels Client for iOS, tap **About** at the bottom of the screen.
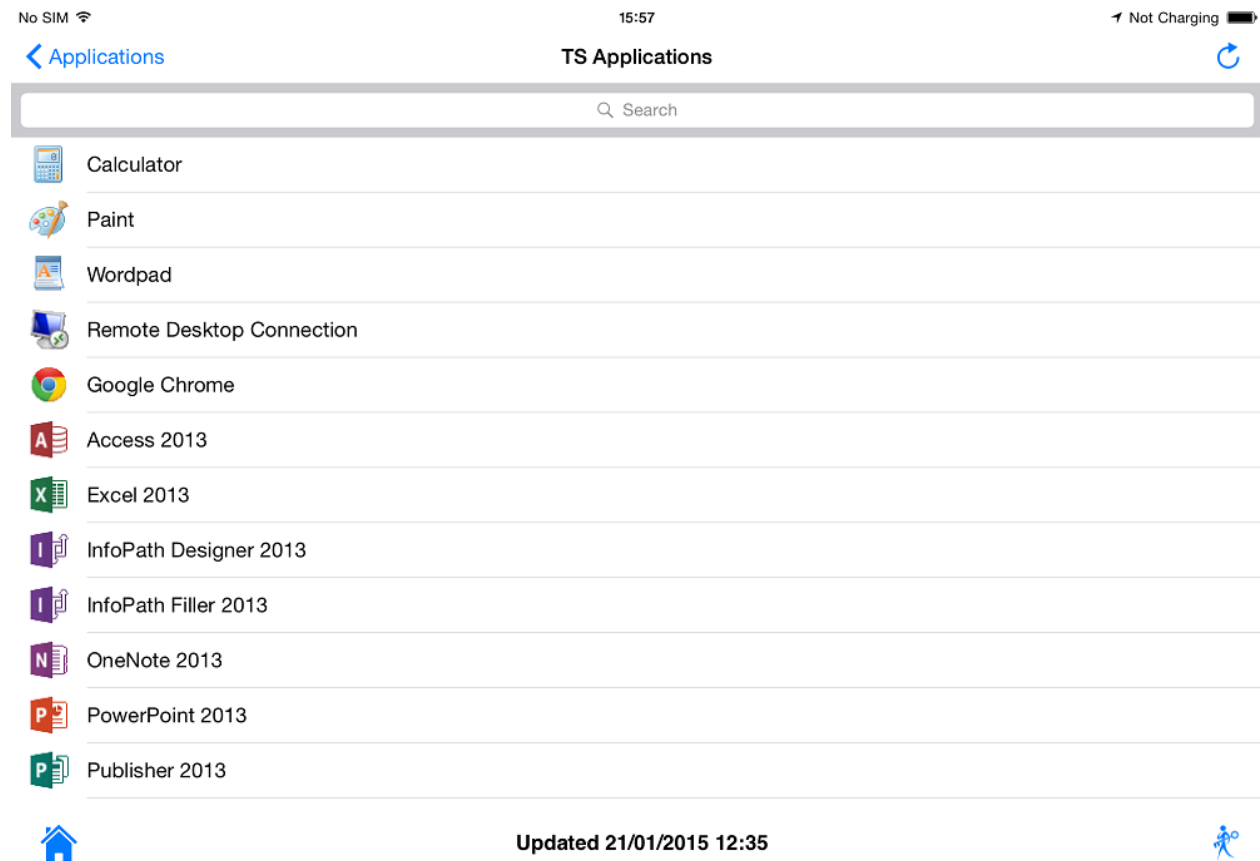
Working in Parallels Client

In This Chapter

Remote Application Server Connection

Tap the Remote Application Server connection you have configured to display the list of published resources and folders.

To refresh the window contents, tap the **Refresh** icon in the top right corner.

To launch any published application, just tap it. Once a published application is open, tap the **Settings** icon at the bottom of the screen to use the following options:
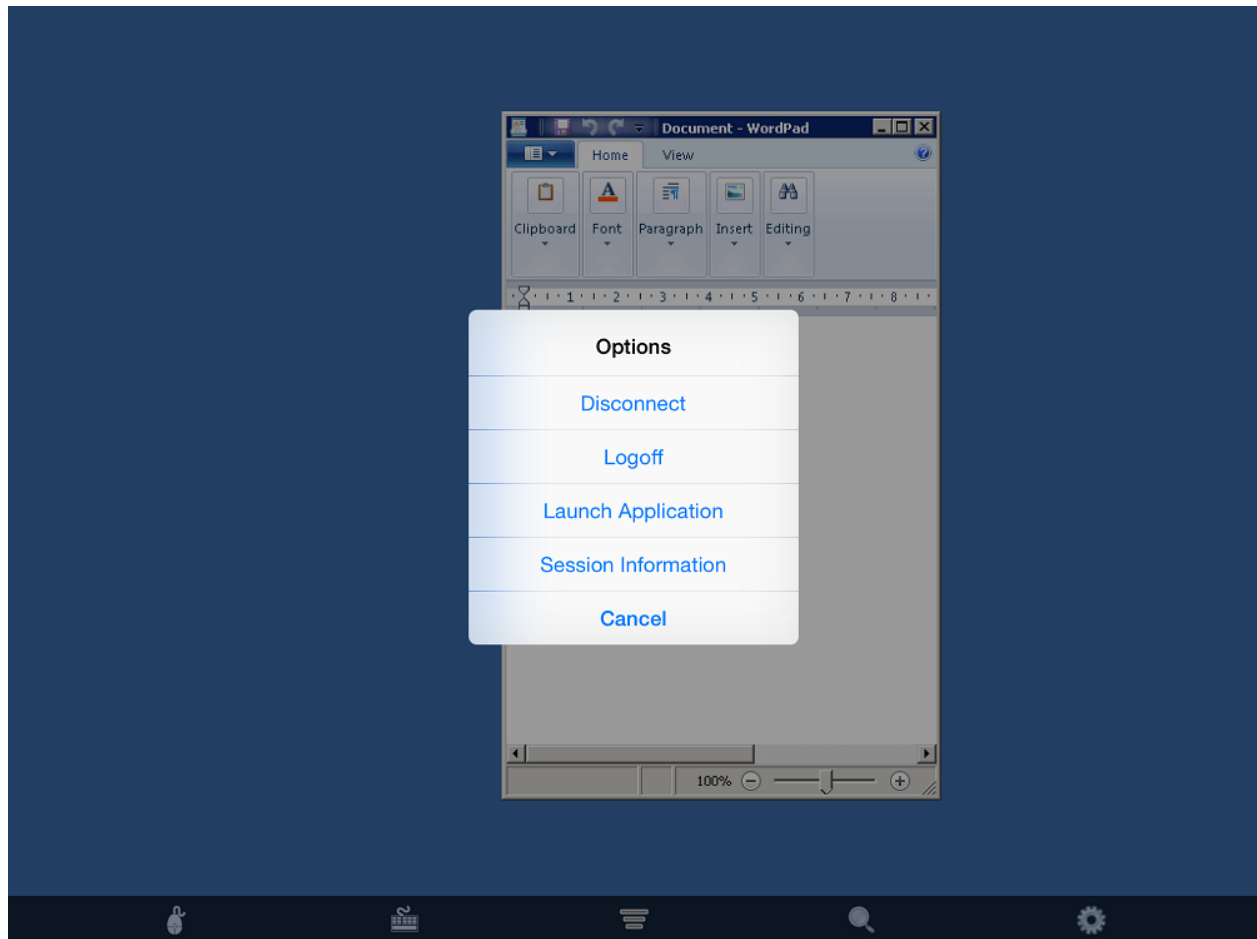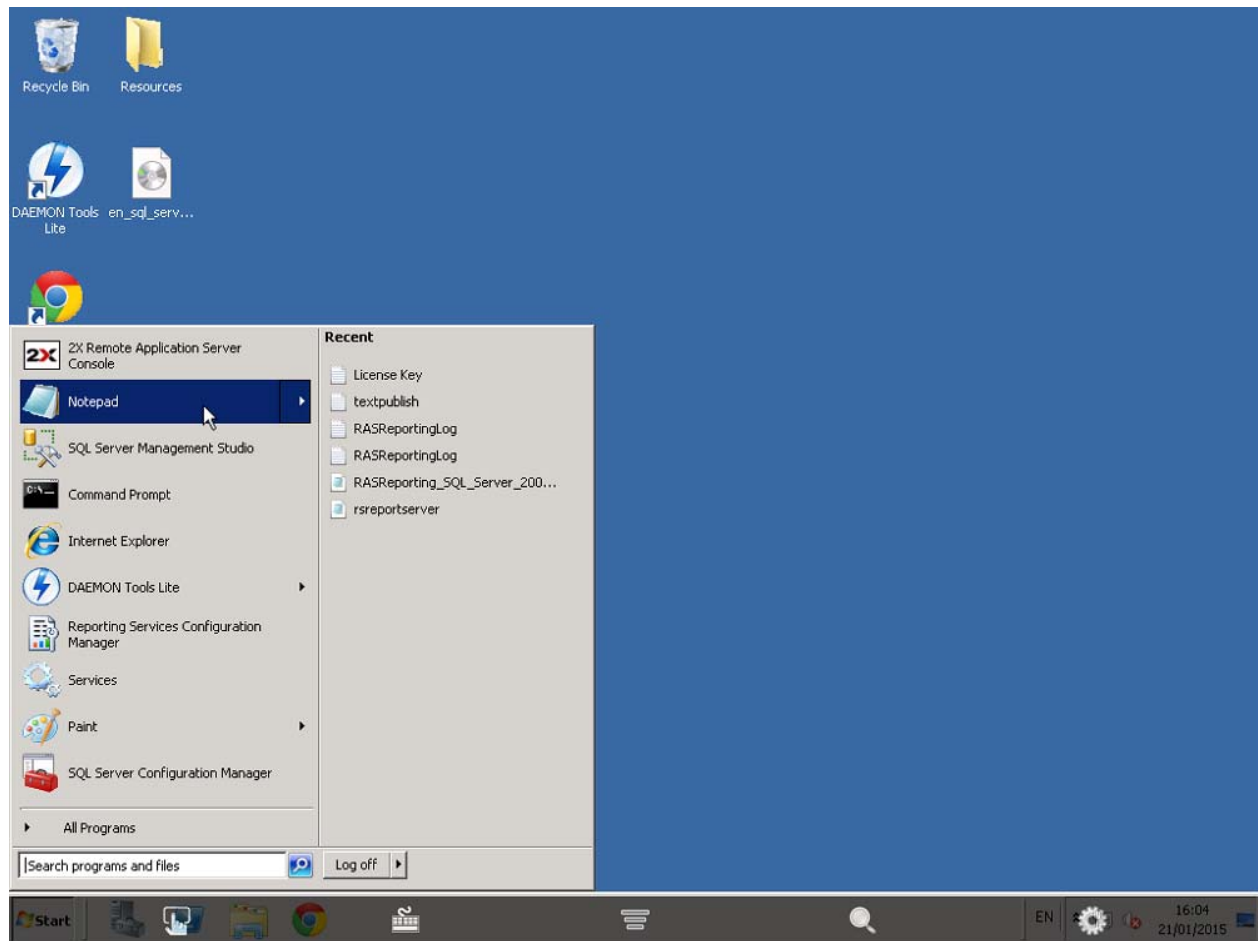

- **Disconnect**. Tap this item to close the connection.
- **Logoff**. Tap this item to log off if you need to switch a user.
- **Launch Applications**. Allows you to open one more published app.
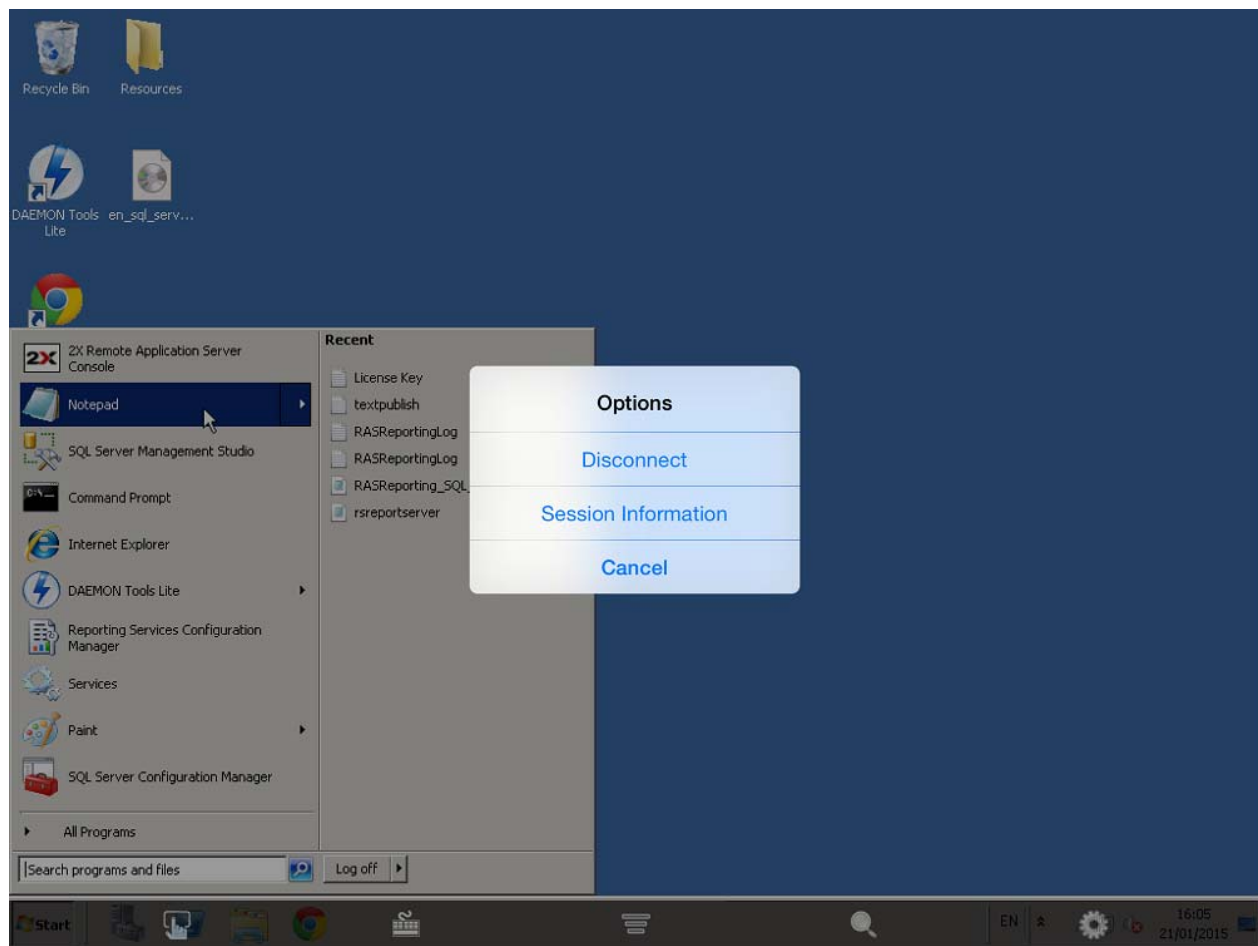- **Session Information**. This menu item allows you to check the connection parameters.

Tap **Cancel** to exit without disconnecting.

Standard RDP Connection

Tap the standard RDP connection you have configured on your iOS device to connect to the remote computer. Once the remote desktop is displayed, tap the **Start** menu to access the published applications.

Tap the **Settings** icon at the bottom of the screen to use the following options:

- **Disconnect**. Tap this item to close the connection.
- **Session Information**. This menu item allows you to check the connection parameters.
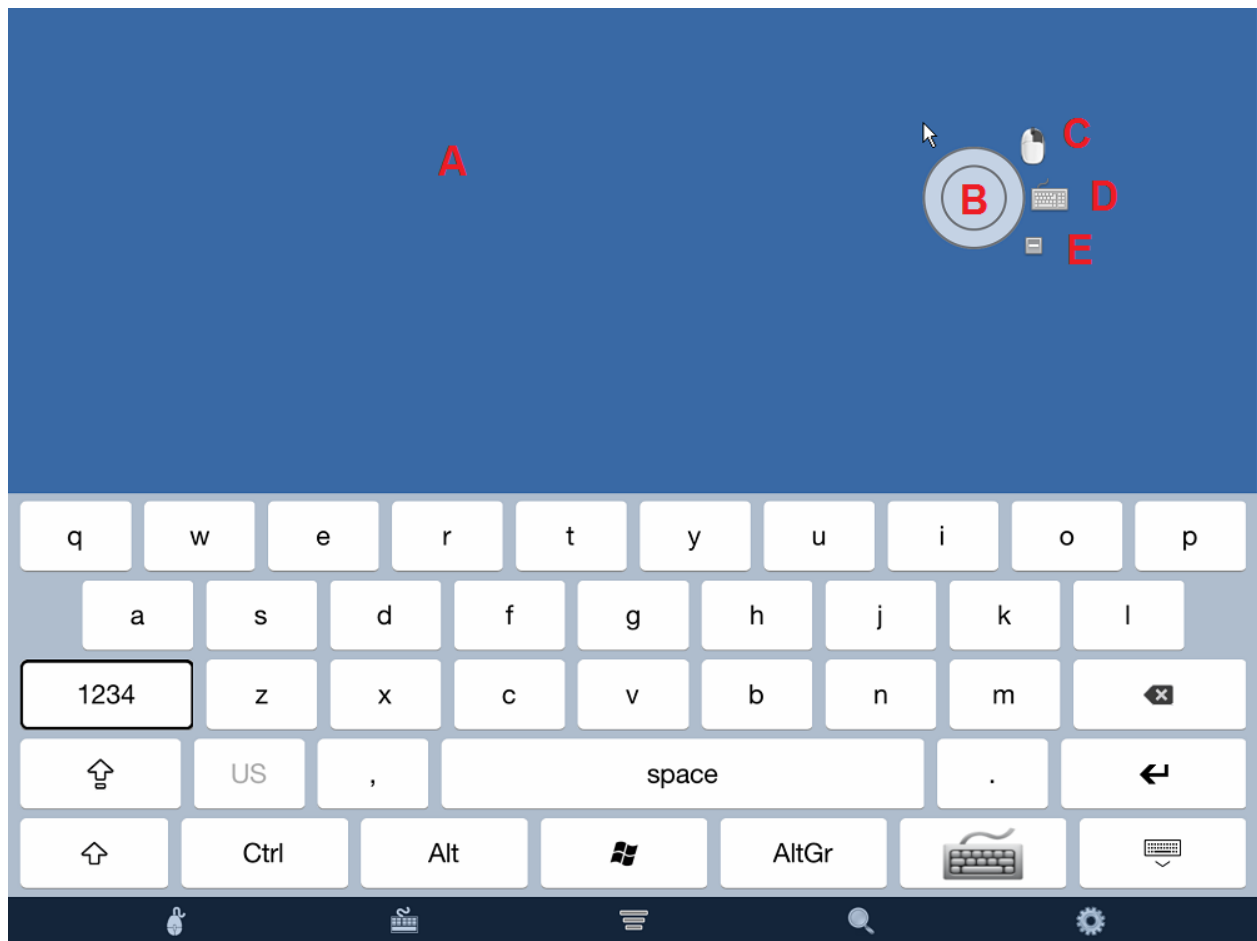
Tap **Cancel** to exit without disconnecting.

C H A P T E R   4

Using Keyboard and Mouse

In This Chapter

Mouse Settings

To display the mouse when you're connected to the remote computer or working with a published application, tap the **Mouse** icon at the bottom of the screen.

The mouse is displayed on the screenshot above.

- **A** - anywhere on the screen where the mouse cursor is not positioned.
- **B** - the mouse main area. You can drag the circle icon anywhere you like if it prevents you from seeing the window contents.
- **C** - tap to right-click in any application.
- **D** - tap to show the keyboard.
- **E** - tap to open/close other options (right-click and keyboard).

Please see the table describing what happens when you press and release the areas shown on the screenshot.

Position	Action	Result	Windows Messages
A	Short Press & Move	Pan Screen	N/A
A	Tap	Left Click at Position	Lbutton down + Lbutton up
A	Double Tap	Double Left Click at Position	(Lbutton down + Lbutton up + Lbutton down + Lbutton up)
A	long press	start drag	LButton down
A	long press move	drag	mouse Move
A	long press release	end drag	Lbutton up
B	Short Tap	Left Click at Position	Lbutton down + Lbutton up
B	Double Tap	Double Left-Click at Position	Lbutton down + Lbutton up + Lbutton down + Lbutton up
B	Short Press and Move	Move Cursor	N/A
B	Long Press	Start Drag	LButton Down

B	Long Press and Move	Drag	Mouse Move
B	Long Press Release	End Drag	Lbutton up
C	Short Tap	Right Click at Positon	Rbutton down + Rbutton up
C	Double Tap	Double Left Click at Position	Rbutton down + Rbutton up + Rbutton down + Rbutton up
C	Short Press and Move	Move Cursor	N/A
C	Long Press	Start Right Drag	Rbutton down
C	Long Press Move	Drag	Mouse Move
C	Long Press Release:	End Drag	Rbutton Up
D	Tap	Open Keyboard	N/A
E	Tap	Open/Close Other Options	N/A

Keyboard Settings

While you're connected to a remote computer from your iOS device, you can use a complete PC keyboard. To display the keyboard, tap the **Keyboard** icon at the bottom of the screen.
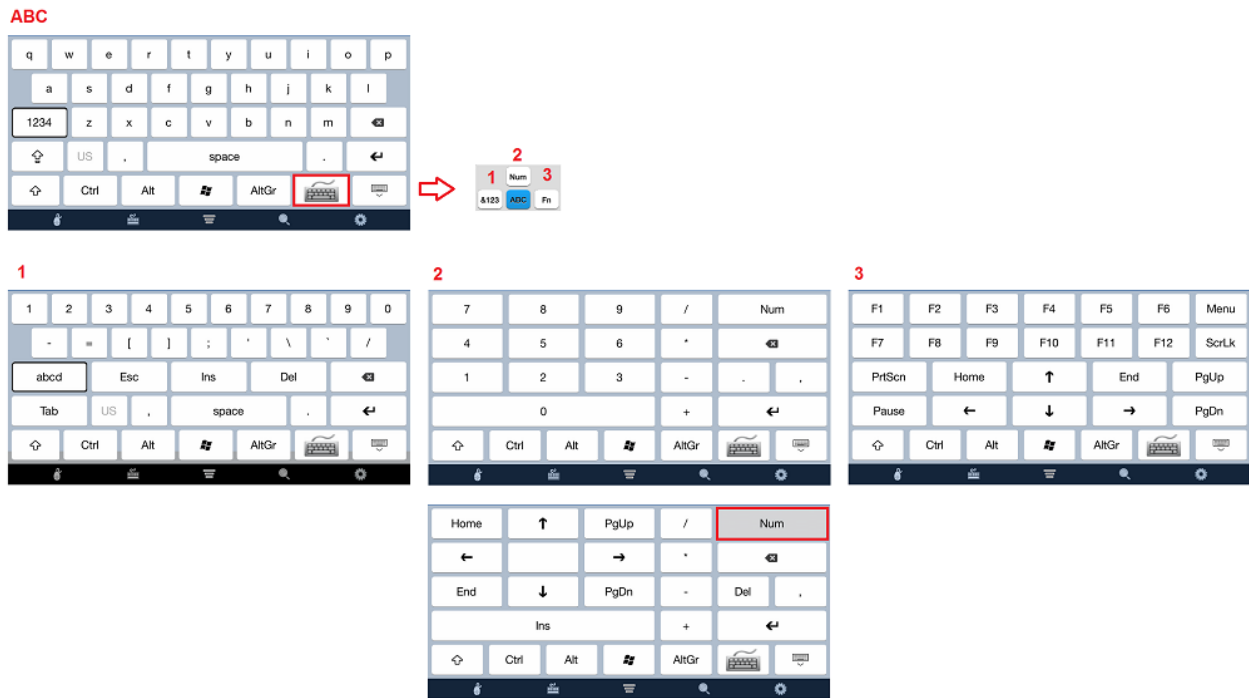
Tap the button next to "AltGr" as illustrated above to display the following additional keypads:

ABC – By default, the keyboard displays alphabetical characters, including the shift, space, delete and enter keys.

1   &123 – Displays numbers, symbols, escape, insert etc. Tap the "Shft" key to show additional symbols.

2   Num – A full emulation of the keyboard numpad. Tap the 'Num' button to switch between numeric and action keys.

3   Fn – All available function keys including screen lock, print screen and many more.

Note that CTRL, Alt, Win, Shift and AltGr keys are accessible on all screens. In addition, change the input language from tabs – ABC and &123.

Alternatively you can also set the default keyboard on the User Input tab. For more details, please read here (p. 17).

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