



Parallels Remote Application Server

Licensing Guide

v15

Parallels IP Holdings GmbH
Vordergasse 59
8200 Schaffhausen
Switzerland
Tel: + 41 52 632 0411
Fax: + 41 52 672 2010
www.parallels.com

Copyright © 1999-2016 Parallels IP Holdings GmbH and its affiliates. All rights reserved.

This product is protected by United States and international copyright laws. The product's underlying technology, patents, and trademarks are listed at <http://www.parallels.com/trademarks>.

Microsoft, Windows, Windows Server, Windows NT, Windows Vista, and MS-DOS are registered trademarks of Microsoft Corporation.

Apple, Mac, the Mac logo, Mac OS, iPad, iPhone, iPod touch, FaceTime HD camera and iSight are trademarks of Apple Inc., registered in the US and other countries.

Linux is a registered trademark of Linus Torvalds.

All other marks and names mentioned herein may be trademarks of their respective owners.

Contents

Introduction	4
Purchase or Upgrade Licenses.....	5
How Licenses Work	5
Purchase Licenses	6
Activate Parallels RAS	6
Upgrade an Existing License	9
Manage Licenses	10
Sign in to Your Account	10
View Subscription Information	10
View Product Details	11
Add More Licenses to a Subscription.....	11
Create and Manage Sublicenses.....	12
Get Support	12

CHAPTER 1

Introduction

Parallels Remote Application Server (RAS) publishes applications and delivers remote desktops and VDI to computers and devices remotely. This guide is for IT administrators and managers purchasing, deploying, and managing Parallels RAS in their organizations.

There are a number of options for licensing Parallels RAS. Read this guide to find out which licensing options are right for you, and how to purchase and manage licenses.

The guide is organized into the following chapters:

- **Purchase or Upgrade Licenses:** How to purchase or upgrade licenses for Parallels RAS, including information on which licensing and support options are available.
- **Manage Licenses:** How to manage your Parallels RAS subscriptions and licenses, including extending subscriptions, purchasing more licenses, allocating licenses, and more.

CHAPTER 2

Purchase or Upgrade Licenses

You can purchase new licenses to Parallels RAS or in some cases upgrade your existing subscriptions or licenses.

In This Chapter

How Licenses Work	5
Purchase Licenses	6
Activate Parallels RAS	6
Upgrade an Existing License	9

How Licenses Work

Parallels RAS is licensed on a per connection basis. If your subscription allows N connections, then not more than N connections can be active at the same time.

A connection is defined as a physical connection a device establishes with Parallels RAS. Consider the following examples:

- **One device, one connection:** If a user establishes a single connection with Parallels RAS, one license is needed.
- **One device, multiple connections:** If a user or multiple users establish multiple simultaneous connections from the same device, a separate license is needed for each connection.
- **Multiple devices, same user:** If the same user establishes multiple connections from different devices, a separate license is needed for each connection from each device.

No matter how many licenses in your subscription, you'll receive a single license key.

Prepaid Subscription

You license Parallels RAS with a prepaid subscription, which works as follows:

- Your active subscription allows you to upgrade to a newer version of Parallels RAS server whenever one becomes available.
- A subscription is purchased for a predefined period of time, either one month, one year, two years, or three years. One-month subscriptions can only be purchased online.

- If a subscription is purchased online, by default it is set to automatically renew when the subscription period ends. Subscriptions purchased through a reseller must be renewed manually through the reseller.
- A subscription can include any number of individual licenses (concurrent connections), with a minimum of 15 licenses.
- Support is included in the cost of the subscription. You can choose either the Standard or Premium support plan.

Purchase Licenses

You can purchase Parallels RAS licenses online or you can contact a Parallels Partner/Reseller and purchase licenses through them..

Purchase licenses online

- Go to parallels.com/ras and click **Buy Now** under the plan you want.

Purchase licenses through a Parallels Partner/Reseller

You may wish to purchase or upgrade licenses through a Parallels reseller if you want to discuss options with a salesperson or customize options.

To find a Parallels reseller near you:

- Visit parallels.com/ras, scroll down, and click **Find a Reseller**.

Once you purchase licenses, the reseller will give you a single license key which you can use to activate Parallels RAS (p. 6). You only need one key to register and activate all your licenses.

If you don't already have a Parallels business account, you should also receive an invitation to join one.

Important: A license key can be used to activate a single RAS server. You can change the activated server up to three times (for backup purposed, if a previously activated server has been damaged or stolen, etc.). If you need to activate several RAS servers to work simultaneously, you need multiple license keys.

Activate Parallels RAS

To activate Parallels RAS, you need your Parallels Business Account email and password, and your license key.

Register a Parallels business account

If you don't already have a Parallels business account, you must register for one to be able to activate Parallels RAS and to manage your licenses and subscriptions.

To register a Parallels business account, do one of the following:

- Open **Parallels Remote Application Server Console**, enter your domain administrator credentials if necessary, and then click **Register** and enter your information to register an account.

Register Parallels Business Account

Administrator

First Name:

Last Name:

E-mail:

Account Password

Password:

Verify Password:

Company

Name:

Country:

State:

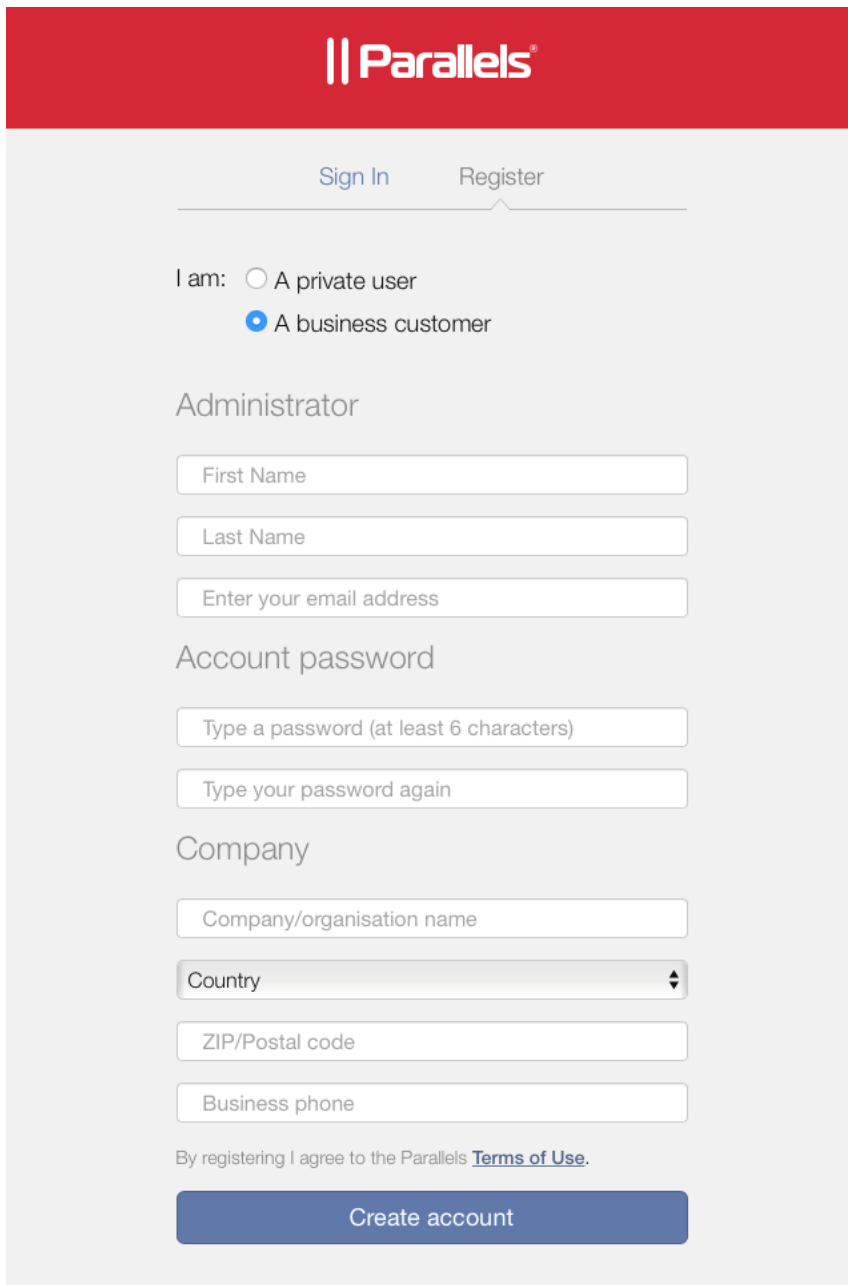
ZIP / Postal Code:

Business Phone:

By registering you agree to Parallels Terms of Use.

If you don't already have it, you can download Parallels RAS from parallels.com/ras

- Visit account.parallels.com and enter your information to register an account. Be sure to select that you are **A business customer**.



The screenshot shows the Parallels account registration page. At the top is a red header with the Parallels logo. Below the header, there are two links: "Sign In" and "Register". The "Register" link is highlighted with a small upward-pointing arrow. Below the links, there is a section titled "I am:" with two radio buttons. The first radio button is labeled "A private user" and is unselected. The second radio button is labeled "A business customer" and is selected with a blue dot. Below this, there is a section titled "Administrator" with three input fields: "First Name", "Last Name", and "Enter your email address". Below these fields is a section titled "Account password" with two input fields: "Type a password (at least 6 characters)" and "Type your password again". Below these fields is a section titled "Company" with four input fields: "Company/organisation name", "Country" (a dropdown menu), "ZIP/Postal code", and "Business phone". At the bottom of the form, there is a line of text: "By registering I agree to the Parallels [Terms of Use](#)." Below this text is a blue button labeled "Create account".

Important: It's recommended that you always use the same account for all RAS activations so all of your keys and subscriptions will be visible and manageable under the same account.

Activate Parallels RAS

To activate Parallels RAS:

- 1 If you haven't already, install Parallels RAS, available at parallels.com/ras.
- 2 Launch **Parallels Remote Application Console** and, if necessary, enter your domain administration credentials.
- 3 Enter your Parallels business account email and password.
- 4 Enter your license key, which you received through email, and click **Activate**.
Your license key is registered and your subscription information is added to your Parallels business account.

Upgrade an Existing License

There are several options for upgrading from a previous version of Remote Application Server.

Upgrade eligibility

You are eligible for a free upgrade to Parallels RAS v15 if you have RAS v11, 12, 13, or 14 and any of the following:

- A valid subscription (to be upgraded to a subscription to Parallels RAS).
- A permanent license and a valid Upgrade Insurance plan (to be upgraded to a permanent license to the current version of Parallels RAS).

Upgrade to Parallels RAS

If you have a previous version of RAS and are eligible for an upgrade, RAS should prompt you to download and install the latest version.

To upgrade RAS:

- 1 Launch **Parallels Remote Application Console** and, if necessary, enter your domain administration credentials.
- 2 Enter your Parallels business account email and password.

If you don't yet have a Parallels business account, click Register and enter your information to register an account. You'll use the account to manage your Parallels RAS licenses and subscription (p. 10).

Your license information is validated and migrated to Parallels RAS, and your information is added to your Parallels Business AccountParallels business account.

If you had a subscription, you'll have a new subscription with the same number of licenses and expiration dates.

You can also talk to your Parallels sales representative about upgrade details and options for the type of license you currently have.

CHAPTER 3

Manage Licenses

You manage your subscriptions and licenses for Parallels RAS over the web using your Parallels business account.

With a Parallels business account you can:

- View all your registered Parallels RAS subscriptions.
- Disable or re-enable auto-renewal of subscriptions (for subscriptions purchased online).
- Add more licenses to a subscription (for subscriptions purchased online).
- Create and manage sublicenses.
- Download product documentation.

The chapter provides instructions on how to use a Parallels business account.

In This Chapter

Sign in to Your Account.....	10
View Subscription Information	10
View Product Details	11
Add More Licenses to a Subscription	11
Create and Manage Sublicenses	12
Get Support	12



Sign in to Your Account

You can create a Parallels business account or sign in to an existing one by visiting account.parallels.com. Be sure to select that you are **A business customer**.

Important: If you have a regular Parallels account, you must sign out of that account before creating or signing in to a Parallels business account.

View Subscription Information

To view the list of subscriptions registered to your Parallels business account:

- 1 Click the  icon next to your user name to open the side menu. In the side menu, expand the **Subscription and Licenses** section and click **All Subscriptions**.
- 2 The **Subscription List** page opens where you can view your subscriptions.
- 3 Click on a subscription to open the **Subscription Details** page.
- 4 In addition to viewing subscription details on this page, you can perform the following administration tasks:
 - Disable (or enable) auto-renewal of your subscription (for subscriptions purchased online).
 - Change your payment options.
 - See the details about Parallels product(s) included in this subscription.
- 5 To return to the **Subscription List** page, click **Subscription List** in the navigation bar, which is located under the page header (in this example it's Subscriptions and Licenses > Subscription List > Subscription Details).
- 6 To return to the **Get Started** page at any time, click the  icon next to your user name to open the side menu. In the side menu, click **Company Profile > Get Started**.

View Product Details

To view the Parallels product(s) included in a subscription:

- 1 Open the **Subscription Details** page (see the previous topic) and click **Details** in the **Products** section.
- 2 The product details page opens:

In the upper portion of the page, you can view the name of the Parallels product included in this subscription (e.g. Parallels Remote Application Server), the license key, the automatic renewal date (for subscriptions purchased online) or the expiration date (for those purchased through a Parallels reseller), and the total number of licenses.

On this page, you can add more licenses to a subscription and change your billing options. Read on to learn how to manage your licenses.

Add More Licenses to a Subscription

To add more licenses to a subscription:

- 1 On the product details page (p. 11), click the **Change** link located on the **Total number of licenses** row.

- 2 The **Parallels Remote Application Server** page opens:
- 3 Use the plus sign icon on the **Number of licenses** row to add more Parallels RAS licenses to your subscription. When you do, the **Pay & Upgrade** button becomes enabled. Click the button to pay for additional licenses online for immediate availability.
- 4 To change payment options, click the **Payment Options** link. This will open a secure form where you can make the desired changes.

Create and Manage Sublicenses

You can split your Parallels Remote Application Server license into sublicenses. A sublicense is a virtual license that is linked to the master license but has its own sublicense key and the total number of individual licenses you allocate to it.

This is useful if, for example, you'd like to grant a division of your organization the ability to use a only limited number of your available licenses. You can create a sublicense and give the sublicense key to the RAS administrator for that division. Or, you can create a sublicense if you simply don't want an RAS administrator to have control of your master license key.

All of the allocated licenses in a sublicense are reserved exclusively for that particular sublicense. None of the licenses (including unused ones) are available in the main license pool, which is linked to the master subscription license key, or in other sublicenses.

To create a sublicense:

- 1 On the **Product Details** page (p. 11), click **Create a Sublicense**.
- 2 Enter a name for the new sublicense, the total number of licenses that it should contain (limited by the total number of licenses in your subscription), and the sublicense expiration date.
- 3 When done, click **Create** to create a sublicense.
- 4 To modify a sublicense, click **Edit**, which opens the **Edit Sublicense** dialog:
- 5 On the **Edit Sublicense** page, you can modify the sublicense properties or delete the sublicense if needed.

Get Support

To open the Parallels RAS support page, open the side menu and click **Support > Remote Application Server**.

The **Support** page contains links to Parallels RAS documentation, and other resources.

At the top of the **Support** page, you'll see the support ID assigned to your company. You'll need this ID when contacting Parallels support.