



Parallels Remote Application Server

Parallels Client for Mac User's Guide

v15.5

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CHAPTER 1

Getting Started

Parallels Client for Mac is an app that allows you to connect to Parallels Remote Application Server from a Mac computer.

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System Requirements

To install Parallels Client on your Mac, you need macOS 10.8 - 10.12.

Installing Parallels Client Using an Invitation Email

Your system administrator will send you an invitation email with the instructions on how to install Parallels Client for Mac and configure a Parallels Remote Application Server connection. The invitation email will contain the following information and action links:

- A message from your system administrator.
- A link to download and install Parallels Client for Mac from the Mac App Store (links to Parallels Client for other platforms may also be included if you are using other devices in addition to a Mac computer).
- A link to automatically configure Parallels Client on your computer, so you can connect to Parallels Remote Application Server.
- Parallels Remote Application Server connection properties. You can use this information to manually create a Parallels Remote Application Server connection. The automatic configuration via the link (described above) is the preferred and the easiest method, but you can use this information to create a connection manually if needed for any reason.

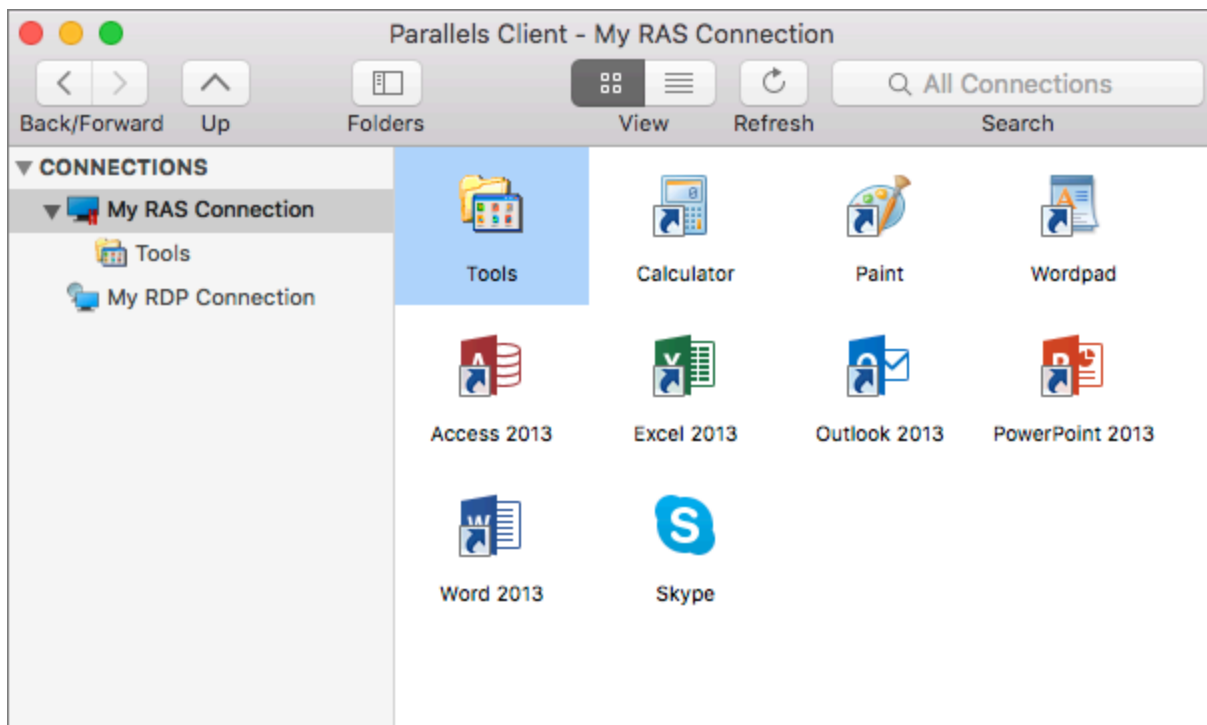
To install Parallels Client using an invitation email:

- 1 In the invitation email, click the Apple thumbnail. This will open the Parallels Client page in the web browser.

- 2 Click the link to view the app in the Mac App Store and then click **Get > Install App**.
- 3 Follow the instructions and install the app on your Mac.

To automatically create a Parallels Remote Application Server connection:

- 1 In the invitation email that you received from your system administrator, find the **Configure** section and click the **Click Here to auto configure the downloaded client** link and follow the instructions.
- 2 Once the Parallels Client is configured, it will open and ask you to log into Parallels Remote Application Server.
- 3 Enter your credentials (e.g. your domain user name and password) and click **Login**.
- 4 If the login is successful, the main Parallels Client window opens displaying the published resources that you can use.



Note: If you haven't received an invitation email from your system administrator, but would still like to install Parallels Client on your Mac, you can visit the Mac App Store and search for the Parallels Client app. You can then install it like any other app on your Mac. For the information on how to manually configure a connection, please refer to **Adding a New Connection** section (p. 6).

CHAPTER 2

Using Parallels Client for Mac

Read this chapter to learn how to set up Parallels RAS connections, configure preferences, and use Parallels Client to launch remote applications and desktops.

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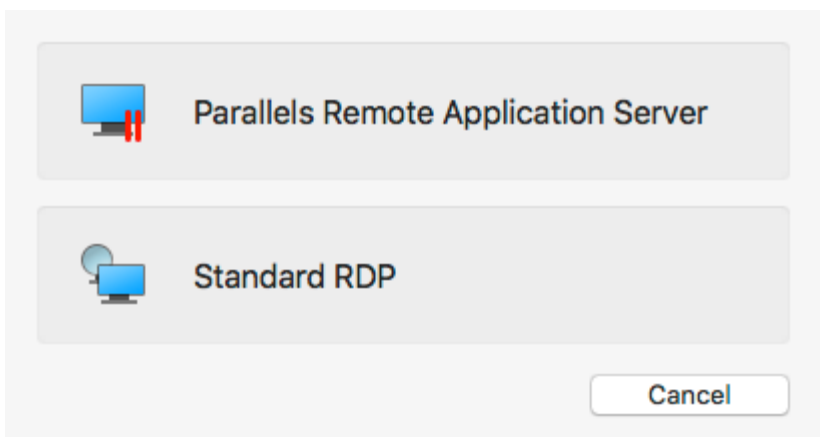
Adding a New Connection

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

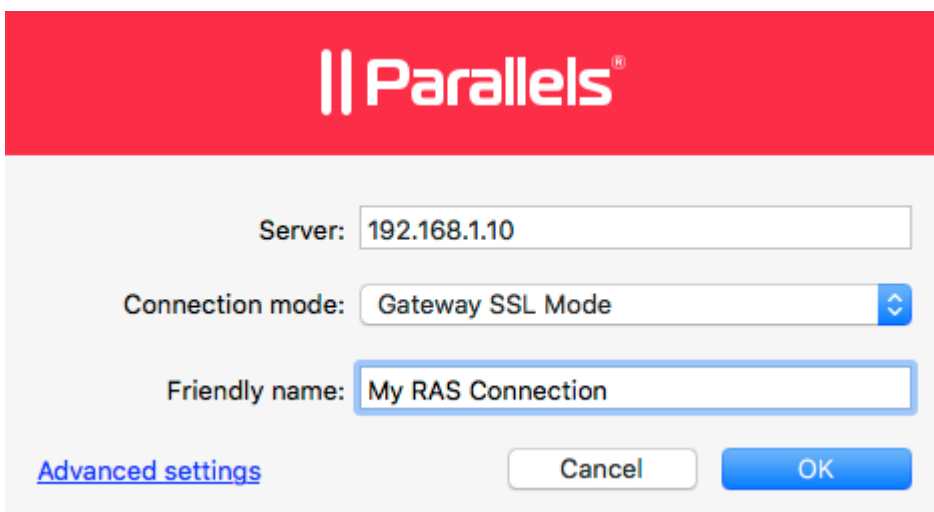
To manually add a connection:

- 1 From the main menu, click **File > New Connection**.
- 2 Select the type of connection to create:
 - Click **Remote Application Server** to create a Parallels Remote Application Server connection. This will allow you to use applications, documents, or desktops published in Parallels Remote Application Server.

- Click **Standard RDP** to create a standard Remote Desktop connection. This will allow you to connect to any remote computer desktop that accepts standard Remote Desktop connections.



- 3 On the next screen, enter the connection properties.



When creating a Remote Application Server connection, your system administrator should give you the connection information that must be specified in this dialog. If you received an invitation email from your administrator, you can find this information at the bottom of the message. The information will look similar to the following:

To manually configure the RAS Connection, use the following settings:

```
Server: 192.168.1.10
Port: 443
Connection Mode: Gateway SSL Mode
```

When creating a Standard RDP connection, you need to know the IP address or hostname of the remote computer you want to connect to.

- 4 In the **Server** field, enter the Parallels Remote Application Server IP address or hostname (this should be the server where the RAS Secure Client Gateway resides). If creating a Standard RDP connection, specify the remote computer IP address or hostname.
- 5 The **Connection mode** drop-down list is enabled only when creating a Remote Application Server connection. Select one of the following options:
 - **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 servers that are only reachable via the gateway and do not require a high level of security.
 - **Gateway SSL Mode.** Same as the gateway mode above, but uses encryption to secure the data.
 - **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.
 - **Direct SSL Mode.** Same as the direct mode above, but uses encryption to secure the data.
- 6 In the **Friendly name** field, choose and type a friendly name for this connection.
- 7 The **Advanced settings** link opens the **Connection Properties** dialog where you can specify additional connection properties. For more information, please see **Configuring a RAS Connection** (p. 8) or **Configuring an RDP Connection** (p. 15).
- 8 Click **OK** to create a connection.

Configuring a RAS Connection

To modify a Parallels Remote Application Server connection properties, right-click it and choose **Connection Properties**. The following subsections describe the tabs that you can click to view and configure the groups of connection properties.

Connection

Connection Settings

Primary Connection:

Connection Mode:

Port:

Friendly Name:

Logon

Logon Automatically

Username:

Password:

Save Password

Domain:

Configuring the Primary Connection

On the **Connection** tab page, you can define a primary connection and one or more secondary connections.

The primary connection is established with the specified RAS Secure Client Gateway. To specify the primary connection information:

- 1 In the **Primary Connection** field, specify the server name or IP address.
- 2 In the **Connection Mode** drop-down menu, select one of the following options:
 - **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 servers which are only reachable via the gateway and do not require a high level of security.
 - **Gateway SSL Mode.** Same as the gateway mode above, but uses encryption to secure the data.

- **Direct Mode.** Parallels Client first connects to the RAS Secure Client Gateway for the best available terminal server and then connects directly to that particular server. This is best used when the Parallels Client and the terminal server are on the same network.
 - **Direct SSL Mode.** Same as the direct mode above, but uses encryption to secure the data.
- 3** In the **Port** field, specify the port on which the gateway listens for incoming connections. If the default value (80) has been modified on the server side, you have to replace the default value here as well. Ask your system administrator about the port number if you are having a problem connecting to the server.
 - 4** In the **Friendly Name** field, choose and type a name of your choice, so you could easily identify the server in Parallels Client later.

Configuring a Secondary Connection

If the Remote Application Server that you are connecting to has more than one RAS Secure Client Gateway, you can define a secondary connection, which will be used as a backup connection in case the primary gateway connection fails.

To add a secondary connection:

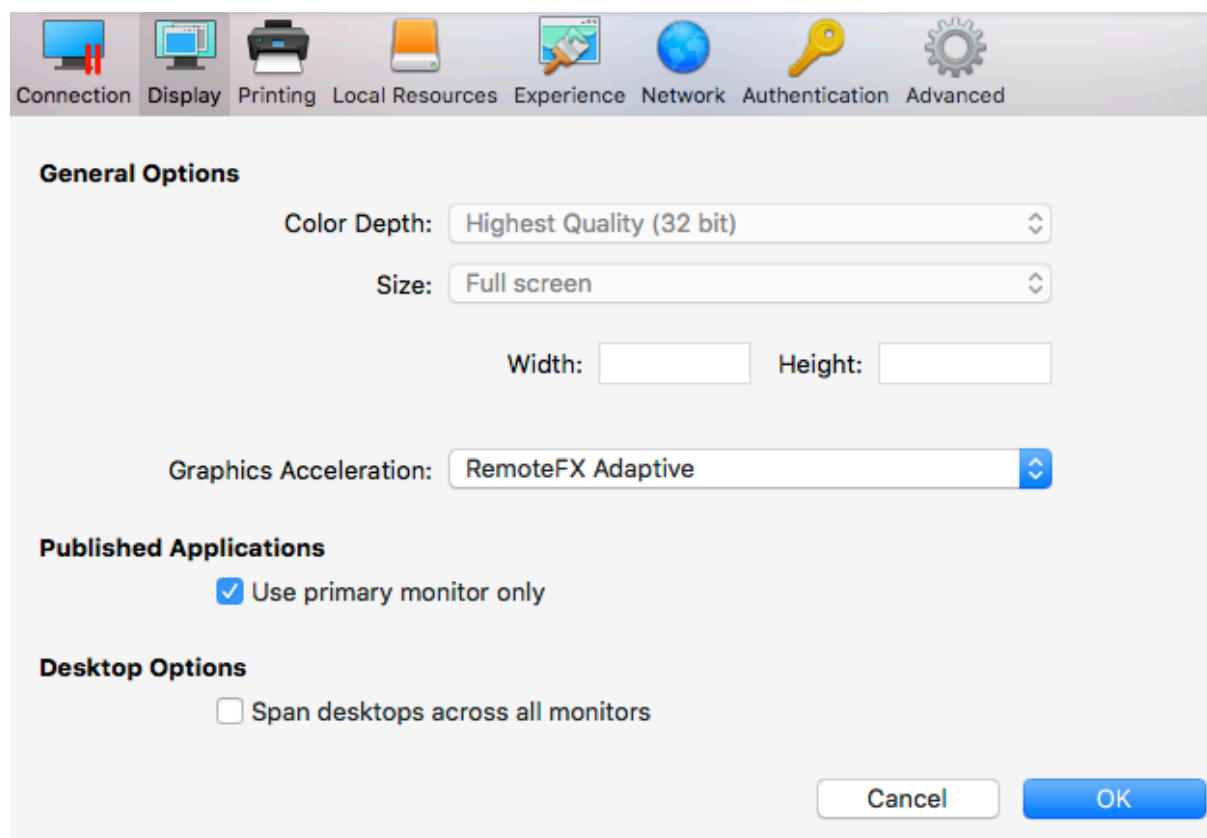
- 1** Click the **Secondary Connections** button.
- 2** In the **Secondary Connections** dialog, click the **+** button and specify a server name or IP address. This should be a server hosting a secondary RAS Secure Client Gateway (the primary gateway is used by the primary connection).
- 3** Select the connection mode and modify the port number if necessary.
- 4** If you have more than one secondary connection, you can move them up or down in the list. If the primary connection cannot be established, Parallels Client will use secondary connections in the order listed.
- 5** Click **OK** to close the **Secondary Connections** dialog.

Configuring the Logon Information

In the **Logon** section, specify the following properties:

- Select the **Logon Automatically** options to enable Parallels Client to connect automatically (using this connection) on startup.
- Enter your username, password, and domain information.

Display



On the **Display** tab page, specify display properties as follows.

General Options

- **Color Depth.** Specify the desired color depth.
- **Size.** This option is available for standard RDP connections only.
- **Graphics Acceleration.** Choose the graphics acceleration type. The more advanced the acceleration, the better will be the quality of the graphics. Please keep in mind that higher quality accelerations require more processing power and faster network.

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

- **None.** No graphics acceleration.
- **Basic.** Basic acceleration.
- **RemoteFX.** More powerful graphics acceleration using the RemoteFX codec.
- **RemoteFX Adaptive.** Best graphics acceleration using RemoteFX Adaptive and H.264 codecs.

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

- **Published Applications - Use primary monitor only.** If selected, only the primary monitor connected to your Mac will be used to display remote applications.
- **Desktop Options - Span desktops across all monitors.** If selected, remote desktops will be spanned across all connected monitors.

Printing

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

Technology

In the **Technology** drop-down menu, select the technology to use when redirecting printers to a remote computer:

- **None.** Printers will not be redirected.
- **RAS Universal Printing technology.** Select this option if you want to use RAS Universal Printing technology.
- **Microsoft Basic Printing Redirection technology.** Select this option if you want to use Microsoft Basic printing technology.
- **RAS Universal Printing and Microsoft Basic redirection technologies.** Select this option to use both Parallels RAS and Microsoft technologies.

RAS Universal Printing

If you selected **RAS Universal Printing technology**, select printers to redirect in the **Redirect Printers** drop-down menu:

- **All.** All printers on the client side will be redirected.
- **Default only.** Only your Mac's default printer will be redirected.
- **Specific only.** Select the printers to redirect in the provided list. The list becomes enabled for selection only if you select this option.

Microsoft Basic Printing Redirection

Click the **Configure** button (enabled if Microsoft Basic Printing is selected above) and configure the following options:

- **Select Destination.** Select a destination printer.
- **Driver.** Specify the printer driver to use.
- **Open PDF in Preview.** Opens a PDF document when previewing the material being printed.

Default printer settings

To configure default printer settings, click the **Change Default Printer settings** button.

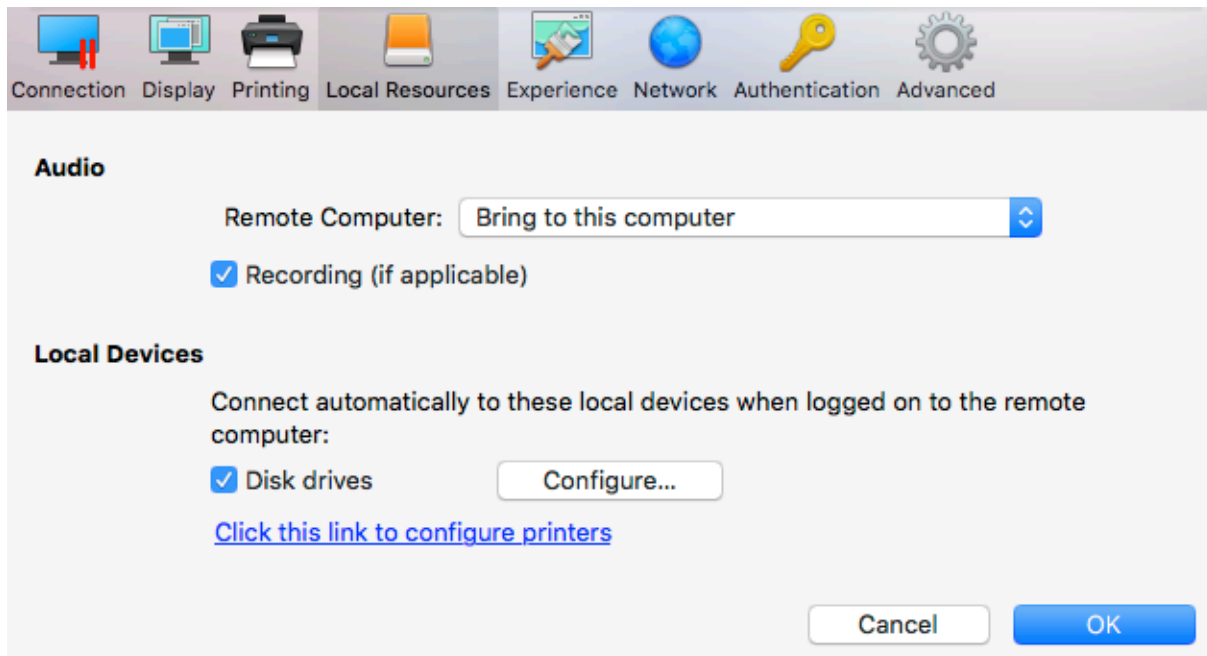
The default printer list shows the available printers that are ready to be redirected by the client to the remote computer. The list also includes the printing technology that the available printers will use. The technology reflects the setting selected, as described in the **Technology** section above. For example, if the technology was set to **RAS Universal Printing technology**, only the printers using RAS Universal Printing will be listed.

To disable the default printer, select **<none>**. To redirect the default local printer on the client side to the remote computer, select **<default local printer>**. When **<custom printer>** is selected, you can specify a custom printer on the remote computer if one exists. 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 box. 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

Use the **Local Resources** tab page to configure how local resources are handled by the remote computer.



Audio

Use the **Remote Computer** drop-down menu to specify whether the remote computer sound should be played on your local computer.

Select the **Recording (if applicable)** option to enable audio recording.

Local Devices

The **Local Devices** section allows you to specify local folders to automatically mount in a remote session. Click the **Disk drives** option, then click the **Configure** button and add the desired folder(s) to the list. When you run a remote application, you will see these folders mounted in the "Drives on user's <computer-name>" folder.

The **Click this link to configure printers** link opens the **Printing** tab page (p. 12) where you can configure printer options.

Experience

The **Experience** tab page allows you to tweak the connection speed to optimize the performance of the connection with the remote server.

If you are connecting to a remote computer on a local network that runs at 100 Mbps or higher, it is usually safe to have all of the experience options turned on. It is also recommended to enable compression to have a more efficient connection.

Network

Use the **Network** tab page to configure a proxy server if you have to use one to connect to Parallels Remote Application Server.

To configure a proxy server, select the **Use proxy server** option 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 **Proxy requires authentication** and enter user credentials.

Authentication

Use the **Authentication** tab page to specify what happens if Network Level Authentication fails.

In the **If authentication fails** drop-down 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 **Settings** tab page allows you to specify the following properties:

- **Redirect URLs to this computer.** Enable this option to use the local web browser when opening 'http:' links.
- **Redirect Mail to this computer.** Enable this option to use the local mail client when opening 'mailto:' links.
- **Use Pre Windows 2000 login format.** If this option is selected, it allows you to use legacy (pre-Windows 2000) login format.
- **Network Level Authentication.** Check this option to enable network level authentication, which will require the client to authenticate before connecting to the server.
- **Override computer name.** Specifies the name that your computer will use during a remote session. If set, this will override the default computer name. Any filtering set by the administrator on the server side will make use of the name specified here.

Configuring an RDP Connection

To modify a standard RDP connection properties, right-click it and choose **Connection Properties**. This opens the connection properties dialog. The following subsections describe the tabs that you can click to view and configure the groups of RDP connection properties.

Connection

The screenshot shows the 'Connection Settings' dialog box in Parallels Client. The dialog has a title bar with icons for Connection, Display, Local Resources, Programs, Experience, Network, Authentication, and Advanced. The 'Connection Settings' section includes a 'Primary Connection' field with the IP address '192.168.1.10', a 'Connection Mode' dropdown menu set to 'RDP', a 'Port' field with '3389', a 'Secondary Connections...' button, and a 'Friendly Name' field with 'My RDP Connection'. The 'Logon' section has an unchecked 'Logon Automatically' checkbox, a 'Username' field with 'Administrator', a 'Password' field with masked characters, a checked 'Save Password' checkbox, and an empty 'Domain' field. At the bottom right are 'Cancel' and 'OK' buttons.

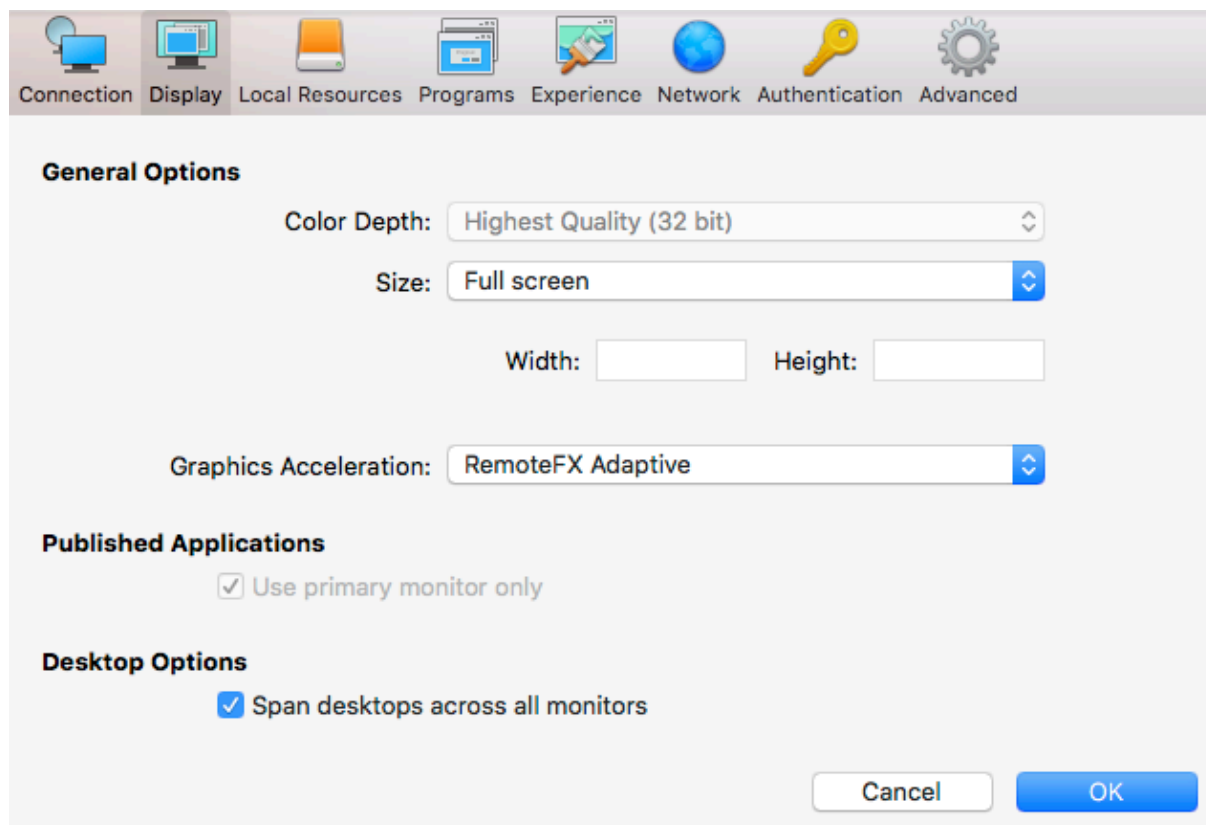
To specify the connection information:

- 1 In the **Primary Connection** field, specify the remote computer host name or IP address.
- 2 The **Port** field contains the TCP port 3389 by default, which is the standard port for RDP connections. You can modify it if the port number was changed on the remote computer.
- 3 In the **Friendly Name** field, choose and type a name of your choice, so you could easily identify the server in Parallels Client later.

In the **Logon** section, specify the following properties:

- Select the **Logon Automatically** options to enable Parallels Client to connect automatically (using this connection) on startup.
- Enter your username, password, and, if necessary, domain information.

Display



On the **Display** tab page, specify display properties as follows.

General Options

- **Color Depth.** Choose the color quality.
- **Size.** Choose the size of a remote desktop as it will appear on your screen.
- **Graphics Acceleration.** Choose the graphics acceleration type. The more advanced the acceleration, the better will be the quality of the graphics. Please keep in mind that higher quality accelerations require more processing power and faster network.

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

- **None.** No graphics acceleration.
- **Basic.** Basic acceleration.
- **RemoteFX.** More powerful graphics acceleration using the RemoteFX codec.
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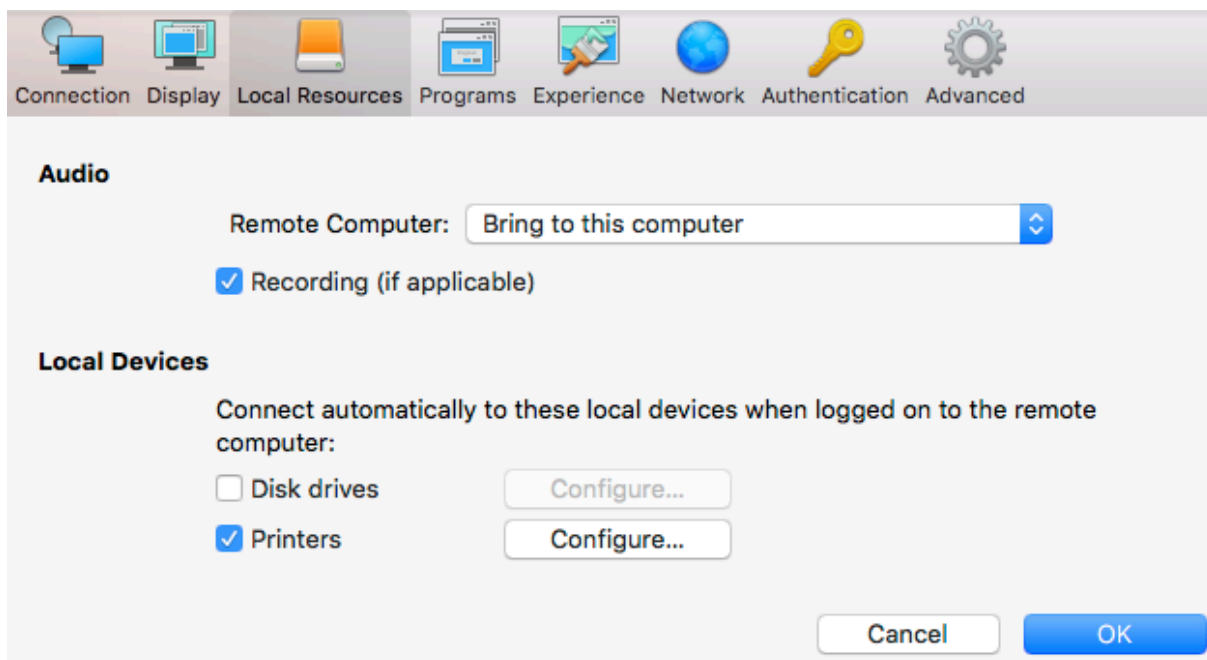
Note: If you select **RemoteFX** or **RemoteFX Adaptive**, the color depth is forced to 32 bit.

Desktop Options

Span desktops across all monitors. If selected, a remote desktop will be spanned across all monitors connected to your local Mac.

Local Resources

Use the **Local Resources** tab page to configure how local resources are handled by the remote computer.



Audio

Use the **Remote Computer** drop-down menu to specify whether the remote computer sound should be played on your local computer.

Select **Recording (if applicable)** to enable audio recording.

Local Devices

The **Local Devices** section allows you to specify local folders to automatically mount in a remote session. Select the **Disk drives** option, then click the **Configure** button and add the desired folder(s) to the list. When you work with the remote desktop, you will see these folders mounted in the "Drives on user's <computer-name>" folder.

To specify local printers:

- 1 Select **Printers** and then click **Configure**.
- 2 In the **Select Destinations** drop down list, specify **All printers** or a specific printer.
- 3 In the **Driver** drop-down list, select the printer driver to use.
- 4 Select the **Open PDF in Preview** option to be able to open PDF documents in preview before printing.

Programs

On the **Program** tab page, you can specify a program to start automatically on the remote computer when you establish a Remote Desktop connection with it.

Select the **Start the following program on connection option**, then specify the program path and file name, and the start-in folder, if needed.

Experience

The **Experience** tab page allows you to tweak the connection speed to optimize the performance of the connection with the remote host.

If you are connecting to a remote computer on a local network that runs at 100 Mbps or higher, it is usually safe to have all of the experience options turned on. It is also recommended to enable compression to have a more efficient connection.

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

For SOCKS5 and HTTP 1.1 protocols, select **Proxy requires authentication** and enter the credentials.

Authentication

Use the **Authentication** tab page to specify what happens if Network Level Authentication fails.

In the **If authentication fails** drop-down 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 Settings** tab page allows you to customize the default behavior of Parallels Client.

You can specify the following properties:

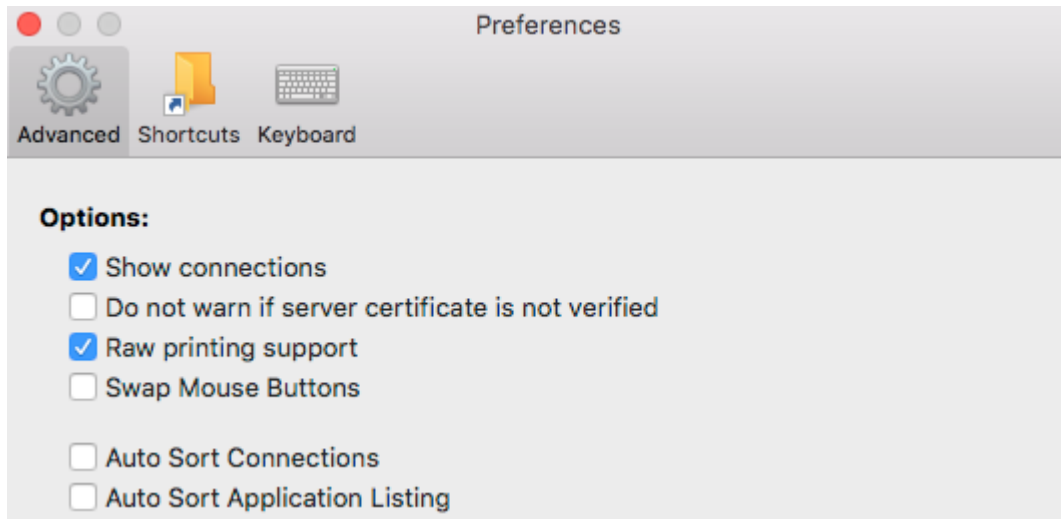
- **Connect to Console.** This option is used for administration of a Remote Desktop Session Host server. It acts as if a standard Remote Desktop connection is initiated from the command line with the `/admin` option.
- **Use Pre Windows 2000 login format.** If this option is selected, it allows you to use legacy (pre-Windows 2000) login format.
- **Network Level Authentication.** Check this option to enable network level authentication, which will require the client to authenticate before connecting to the server.

Override computer name. Specifies the name that your computer will use during a remote desktop session. If set, this will override the default computer name. Any filtering set by the administrator on the server side will make use of the name specified here.

Modifying Parallels Client Preferences

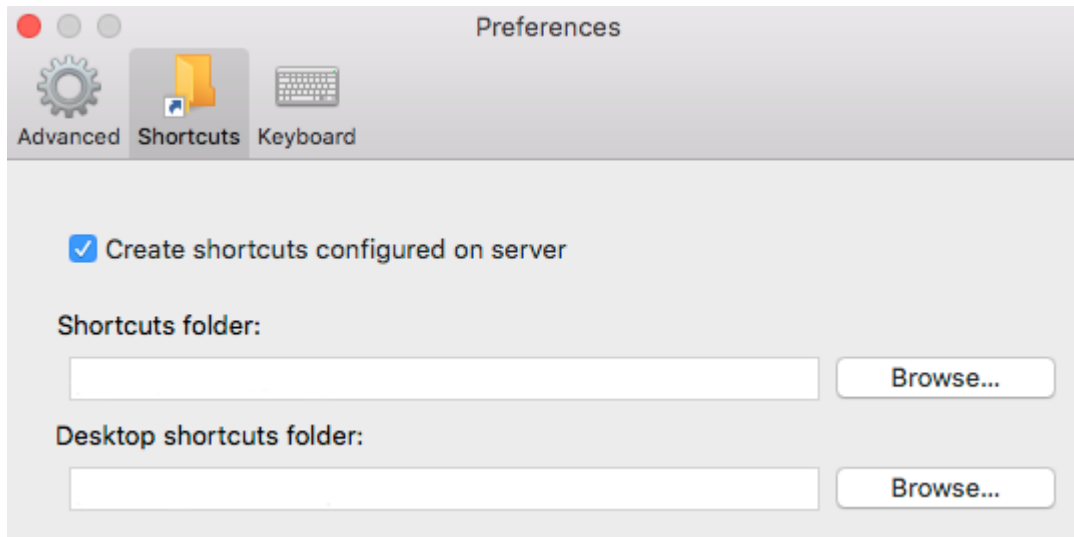
To modify Parallels Client preferences, click **Parallels Client > Preferences** from the main menu.

Advanced



- **Show connections.** Shows or hides the **Connections** list (left pane in the main window).
- **Do not warn if server certificate is not verified.** When connected over SSL, and the certificate is not verified, a warning message will be displayed. You can disable this warning message by enabling this option.
- **Raw printing support.** When this option is enabled, printing will work for applications sending data in RAW format.
- **Swap Mouse Buttons.** When enabling this setting, the mouse buttons will be swapped on the remote computer.
- **DPI Aware.** Select this option when running a remote desktop session on a Retina display for best image quality.
- **Auto Sort Connections.** Sort the **Connections** list automatically (e.g. when a new connection is added to it).
- **Auto Sort Application Listing.** Sort the Published Applications list automatically.

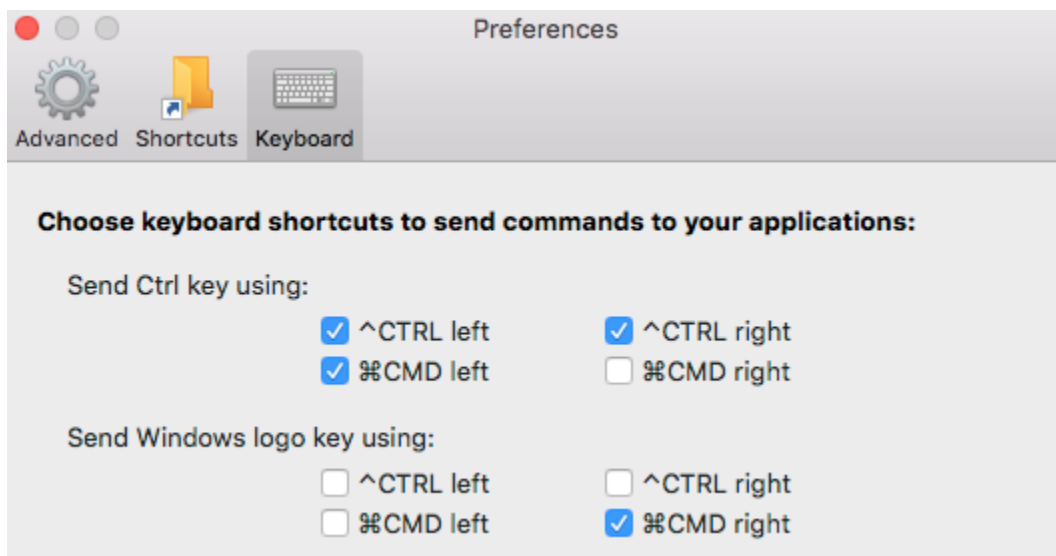
Shortcuts



On the **Shortcuts** tab page, specify the following options:

- **Create shortcuts configured on server.** For each published application, the administrator can configure shortcuts that can be created on the client's desktop. Select this option to create the shortcuts, or clear the option if you don't want to create them.
- **Shortcuts folder.** Specifies the target shortcut folder (e.g. /Applications)
- **Desktop shortcuts folder.** Specifies the desktop shortcut folder (e.g. /Users/username/Desktop).

Keyboard



On the **Keyboard** tab page, you can choose keyboard shortcuts to send Windows-specific commands to remote applications or desktops:

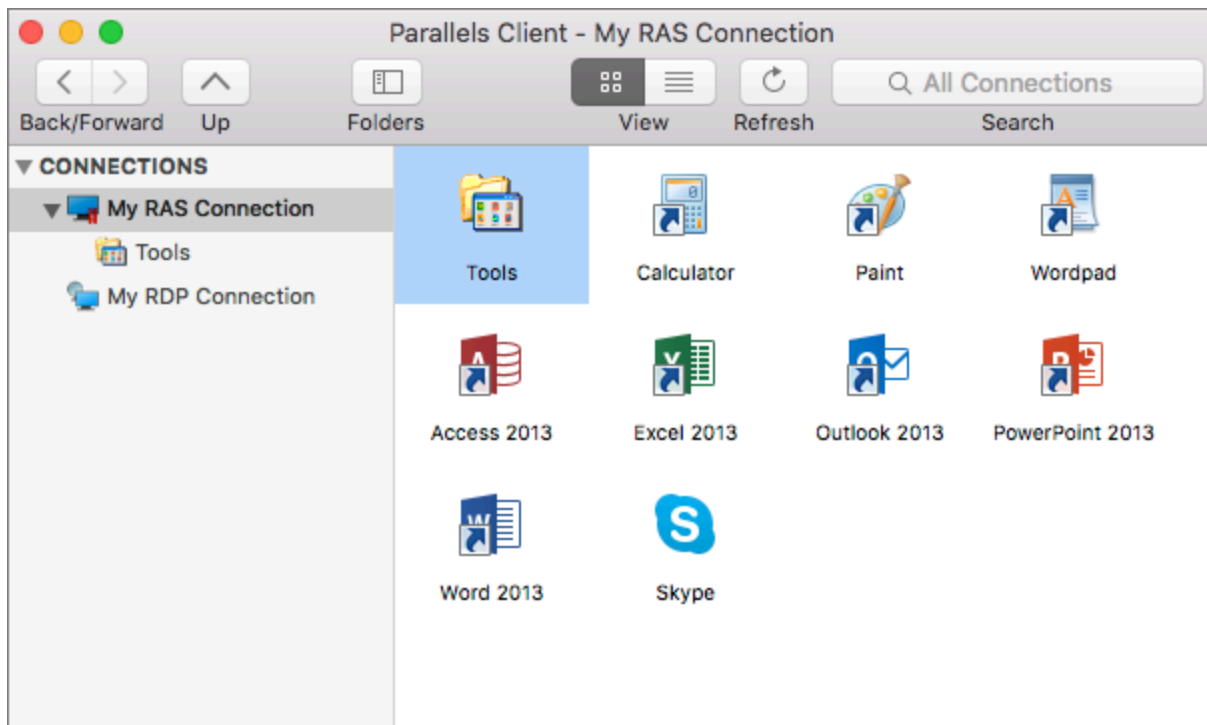
- **Send Ctrl key using:** Select one or more options to send the Ctrl key command.
- **Send Windows logo key using:** Select one or more options to send the Windows logo key (the key on a standard PC keyboard with the Windows logo on it).

Using a RAS Connection

To connect to Parallels Remote Application Server, double-click a connection in the **Connections** list (or right-click > **Connect**). You can have multiple active connections at the same time (both Remote Application Server and standard RDP). To switch between active connections in Parallels Client, click a connection in the left pane.

Launching Published Resources

To launch a published resource, double-click it (or right-click and then chose **Open**). The resource will open on your macOS desktop. You can have multiple published resources opened at the same time. To switch between resources that you have opened, click **Window** in the main menu and then select a resource from the list (or simply select a resource on your local desktop).



Using the full screen mode

To view Parallels Client in full screen, click **View > Enter Full Screen**. To exist full screen, move the mouse pointer all the way up to display the menu and click **View > Exit Full Screen**.

When you launch a remote application while in the full screen mode, Parallels Client will be minimized to Dock and the application will be displayed on the macOS desktop. To switch to the Parallels Client main window, click **Window > Main Window** in the main menu. To switch to a remote application, move the mouse pointer up and click the application name in the **Window** menu list.

To search for a resource, type its name in the Search box. The list will be filtered as you type to match the search string. To remove the filter, empty the Search box.

Toolbar

The toolbar is displayed at the top of the main Parallels Client window. Using the toolbar items you can:

- Navigate the **Connections** tree by clicking left, right, and up arrows.
- Hide or show the **Connections** tree pane (folders).
- Change the published resources view to display resources as icons or as a list.
- Refresh the published resources view.

To see toolbar options, right-click on it and then select or clear the desired options:

- **Icon and Text**. Display toolbar items as icons with text.
- **Icon Only**. Display toolbar items as icons only (no text).
- **Text Only**. Display toolbar items as text only.
- **Hide Toolbar**. Hide the toolbar. To show the toolbar, click this item again. You can also hide/show the toolbar by clicking **View > Hide Toolbar** (or **Show Toolbar**) in the main menu.
- **Use Small Size**. Display text on the toolbar using small font size.
- **Customize Toolbar**. Customize the toolbar appearance. Click this item to open a dialog where you can add or remove toolbar items and customize the icons/text and view options. You can also customize the toolbar by clicking **View > Customize Toolbar** in the main menu.

Creating shortcuts

You can create a shortcut for a resource on your local desktop. To see the shortcut menu, right-click a resource. The following options are available:

- **Create Shortcut on Desktop**. Creates a shortcut on your local desktop.
- **Create Shortcuts for all visible Applications**. Creates shortcuts for all applications that are currently visible on the your local desktop.

- **Delete Shortcuts from Desktop.** Deletes all shortcuts from your local desktop.

Changing desktop resolution

When you change your macOS desktop resolution, the resolution of a remote application or desktop has to be adjusted on the server side to match the local resolution. In order to do so, Parallels Client needs to disconnect from Parallels RAS and then connect to it again. This is done automatically and transparently to the user.

Getting Help

To read the **Parallels Client for Mac User's Guide**, click **Help > Parallels Client Help**. This will open an online version of this guide.

Managing Sessions

When you connect to Parallels RAS and launch a published resource, a session is created on the server side. You can manage sessions from the **Sessions** menu as follows:

- **Connect.** This item is disabled if an active connection with Parallels RAS exists.
- **Refresh.** Refresh the published resources view. The information is re-retrieved from the remote server.
- **Disconnect.** Disconnect from the remote server. The session, and all opened remote applications, will continue to run on the server. To reconnect to the session, open any published resource.
- **Log Off.** Log off and end the session on the remote server. All opened remote applications will be closed, so you should save your work before using this option.
- **Session Information.** Display the session information. For this menu to be enabled, you need to select a running published resource.
- **Disconnect all RAS sessions.** Disconnect all active sessions (not just the current one). The sessions will continue to run on the remote server.
- **Log Off All RAS Connections.** End all active sessions.

Using an RDP Connection

After adding a Standard Remote Desktop connection, double-click it (or right-click > **Connect**) to establish a connection with the remote computer.

You can have multiple active connections at the same time. To switch between active connections in Parallels Client, click a connection in the left pane.

When you connect to Parallels RAS and launch a remote a desktop, a session is created on the server side. You can manage sessions from the **Sessions** menu as follows:

- **Disconnect.** Disconnect from the remote server. The session continues to run on the remote server. To re-connect, double-click the RDP connection again.
- **Send Ctrl+Alt+Del.** Send a Ctr-Alt-Del key combination to the remote computer. For this item to be enabled, you must select a running remote desktop.
- **Session Information.** Display the session information. For this item to be enabled, you must select a running remote desktop.
- **Disconnect all RDP sessions.** Disconnect all active RDP sessions. The sessions continue to run on their respective remote servers.

To switch to the main Parallels Client window when a remote desktop is in full-screen mode, click **Window > Main Window** in the main menu.

Exporting and Importing Parallels Client Settings

You can export current Parallels Client settings to a file to have a backup or to import the settings into a Parallels Client installed on a different computer. The following settings are exported:

- All existing connections including all individual connection properties.
- Parallels Client preferences.

To export the current Parallels Client settings to a file, click **File** on the main menu and then click **Export Settings**. In the dialog that opens, specify a file name and a destination folder. Click **Save** to export the settings. The file is saved with the ".2xc" extension.

To import the settings, click **File > Import Settings**. In the dialog that opens, select the ".2xc" file and click **Open**. Please note that the Parallels Client settings stored in a file will override the current Parallels Client settings.

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