



Parallels Remote Application Server

Licensing Guide

v15.5 Update 2

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CHAPTER 1

Introduction

Parallels Remote Application Server (Parallels 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 several 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.

CHAPTER 2

Purchase or Upgrade Licenses

Read this chapter to learn about Parallels Remote Application Server licensing and how to purchase or upgrade licenses.

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Parallels RAS Licensing

Parallels RAS uses concurrent-user licensing. This means that a user can establish any number of connections to Parallels RAS as long as the number of users simultaneously accessing Parallels RAS does not exceed the number of concurrent user licenses.

Consider the following examples:

- One user, one device, one connection — one license is needed.
- One user, one or multiple devices, multiple connections — one license is needed.
- Multiple users, each establishing one or multiple connections — a license is needed for each user. When all licenses are used up, the next user will have to wait for one of the current users to log out from all sessions.

The following table shows license consumption by connection type and user rights:

Connection Type	User Rights	Consumes RAS License
RAS desktop/published application connection	Non-admin	Yes
RDP desktop/published application connection	Non-admin	Yes
RAS published application connection	Administrator	Yes
RAS published desktop connection*	Administrator	No
Direct or tunneled RDP desktop connection*	Administrator	No

* Maximum up to two connections of either type per RDSH server.

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 Remote Application 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 users), 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

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

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

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

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

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.x 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 Parallels RAS and are eligible for an upgrade, The RAS Console should prompt you to download and install the latest version.

To upgrade Parallels RAS:

- 1** Launch Parallels RAS Console and, if necessary, enter your domain administration credentials.
- 2** Enter your Parallels My Account email and password.

If you don't have an account, click **Register** and enter your information to create one.

Your license information is validated and migrated to Parallels RAS, and your information is added to Parallels My 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

Register and Activate Parallels RAS

After you purchase a Parallels Remote Application Server subscription, you need to register it in Parallels My Account before you can use it to activate Parallels RAS.

This chapter describes how to quickly get started with Parallels My Account and how to activate Parallels RAS.

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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.

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 your organization as follows:

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

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


The screenshot shows the Parallels RAS registration page. At the top is a red banner with the Parallels logo. Below it are two tabs: 'Sign In' and 'Register'. The 'Register' tab is selected. The form is titled 'User Name' and contains the following fields: 'First name', 'Last Name', 'Enter your email address', 'Type a password (at least 6 characters)', and 'Type your password again'. Below these is a checked checkbox for 'I represent a company or an organization' with an information icon to its right. Underneath is a 'Company' section with fields for 'Company/organization name', 'Country' (a dropdown menu), 'ZIP/Postal code', and 'Business phone'. At the bottom of the form is a 'Keep me signed in' checkbox and a link to 'Terms of Use'. A blue 'Create Account' button is positioned at the very bottom of the registration area.

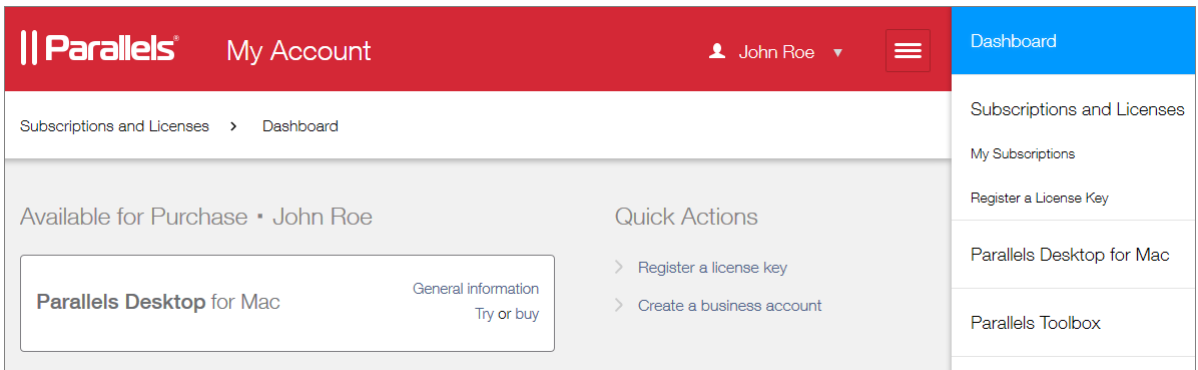
- 3 Select the **I represent a company or an organization** option. This step is required to create a business account for your organization in addition to creating a personal account for yourself.
- 4 Specify your personal and your company info (all fields are required) and click **Create Account**.

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 personal account using your email address and password, you can manage personal and business products using the same account.

Creating a Parallels business account from an existing personal account

If you already have a personal 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.

Registering a Business Account

Provide information about your company or organization.
[More details...](#)

John

Roe

My Company, Inc.

United States

Washington

98004

(425) 123-4567

You will be the first administrator of the new business account

Create a Business Account

Cancel


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

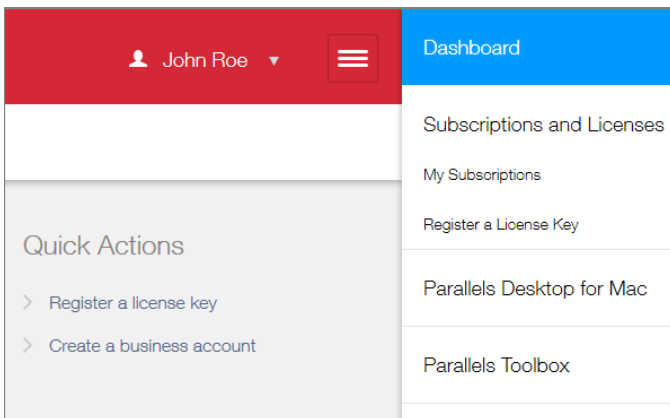
A business account is created for your organization to which you are assigned as the account administrator. When you log in to your personal account, you can manage personal and business products from the same account.

Register a Subscription

To register your subscription(s) in Parallels My Account:

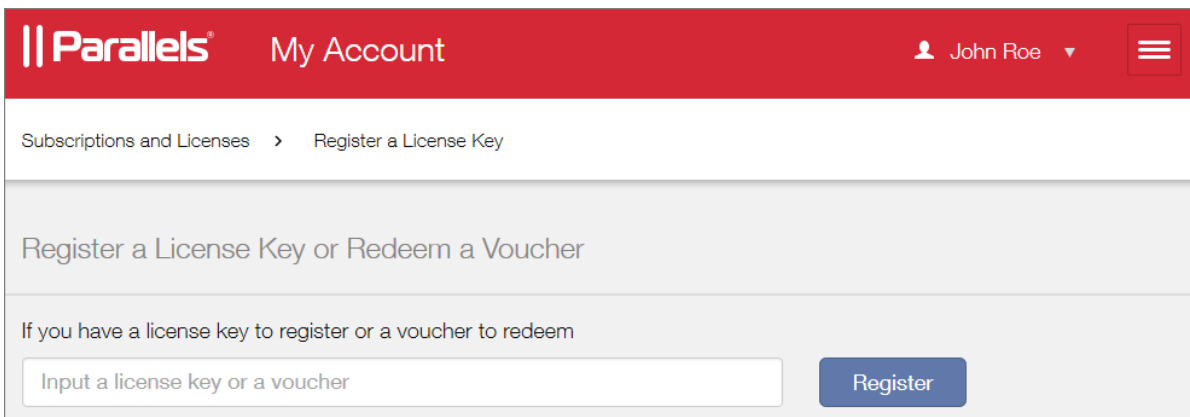
- 1 Sign in to Parallels My Account using your email address and password.

- 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.



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

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



- Type the license key that you received with your subscription and click **Register**.
- When your license key is registered, you will see a confirmation message.
- If you would like to view your subscription information, click the **Open Corporate Subscriptions** button. This will open the **Subscription Details** page where you can view the information.

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

Activate Parallels RAS

After you registered your subscription in Parallels My Account, you can activate Parallels RAS using your license key.

Sign in to Parallels My Account

Open the Parallels RAS Console. When you run it for the first time, you'll see the **Sign In to Parallels My Account** dialog. If you already have an account, type the email address and password you used to register the account and click **Sign In**.

If you don't have a Parallels account, you can register for one as follows:

- 1 In the **Sign In to Parallels My Account** dialog, click **Register**. The **Register Parallels My Account** dialog opens.

If you have an existing 2X Remote Application Server license and are upgrading to the new Parallels Remote Application Server, the **Register Parallels My Account** dialog will be prefilled with the information from your existing license. If you don't have an existing license (or if you've installed Parallels Remote Application Server on a new server), you'll need to fill in the registration information as described in the next step.

- 2 Enter your name, email address, a desired password, and your company info (all fields are required).
- 3 Click **Register** to register an account. This will create a personal account for yourself and a business account for your organization to which you will be assigned as the account administrator.

If you are upgrading an existing 2X license, the **Migrating license key** window will open and your license will be migrated to the new Parallels Remote Application Server format. When the migration is completed, your upgraded license key will be registered and your Parallels Remote Application Server will be activated.

If you don't have an existing 2X license, you should see the confirmation message saying that your account has been registered successfully. Click **OK** to close the message box. In the **Sign In to Parallels My Account** dialog, provide the email address and password and click **Sign In**. You'll see the **Activate Product** dialog.

Activate Parallels RAS

After you sign in to Parallels My Account in the RAS Console, the **Activate Product** dialog opens asking you to activate Parallels Remote Application Server.

If you already have a Parallels Remote Application Server license key, select the **Activate using license key** option and enter the key in the field provided. You can click the button next to the field to see the list of subscriptions and/or permanent license keys you have registered in Parallels My Account.

If you don't have a Parallels RAS subscription or license key, you have the following options:

- Purchase a subscription online by clicking the **Purchase a license** link.
- Activate Parallels RAS as a trial by selecting the **Activate trial version** option.

After entering a license key (or selecting to activate a trial version), click **Activate**. You should see a message that your Parallels Remote Application Server was activated successfully. Click **OK** to close the message box.

Your Parallels Remote Application Server is activated and you can begin using it.

Read on to learn how to manage your business account(s) and your Parallels RAS licenses using Parallels My Account.

CHAPTER 4

Manage Accounts, Subscriptions, and Licenses

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

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About Parallels My Account

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

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

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

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

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

Managing 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 account, so you can use the same email address to manage your personal and business products.

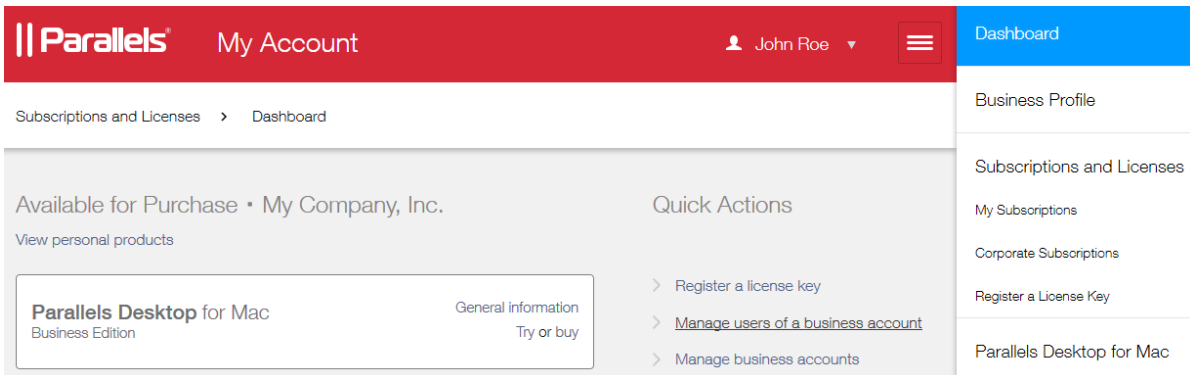
Read on to learn how to perform the tasks above.

Add an Administrator to an Existing Account

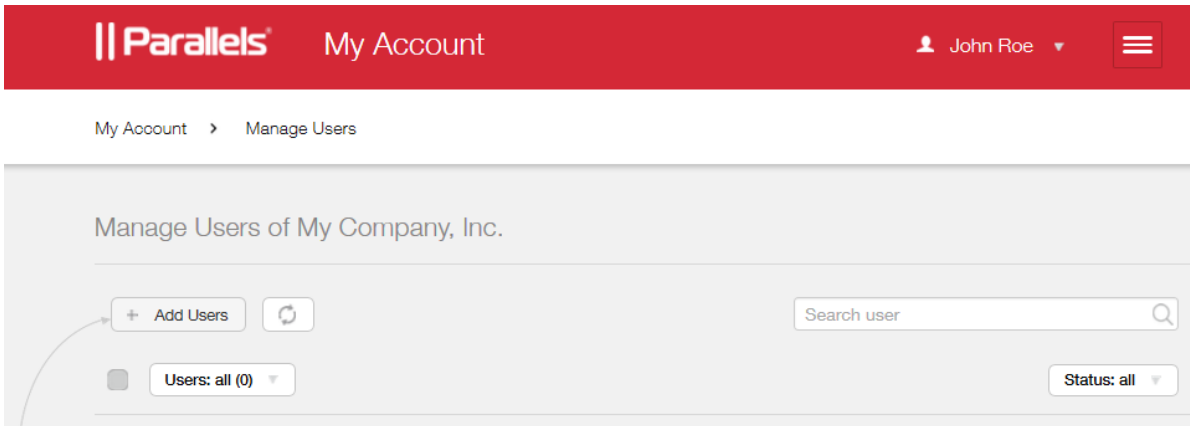
As an administrator of an existing business account, you can add other administrators to it, so they can help you manage your subscriptions and licenses.

To add an administrator to the account:

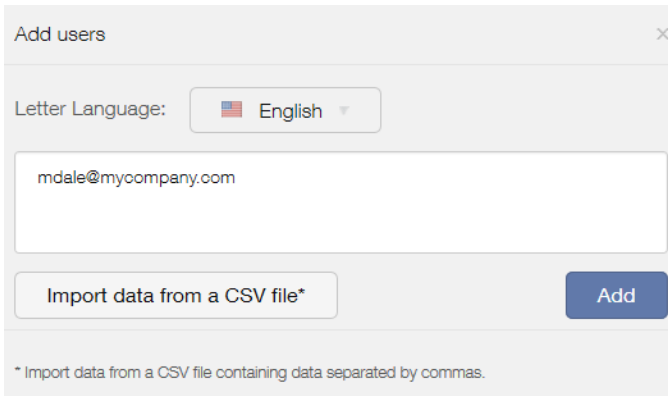
- 1 Sign in to Parallels My Account using your email address and password.
- 2 Click  next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.
- 3 On the **Dashboard** page, click **Manage users of a business account** in the **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 you are adding must have a personal account registered to their own email address. 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.

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

Add users

Letter Language: English

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

Import data from a CSV file* Add

mdale@mycompany.com

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

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

Parallels My Account John Roe

My Account > Manage Users

Manage Users of My Company, Inc.

+ Add Users Search user

Users: all (2) Status: all

<input type="checkbox"/>	Parallels User Administrator jroe@mycompany.com	Invited
<input checked="" type="checkbox"/>	Parallels User mdale@mycompany.com	Invited

Edit selected (1):

Parallels User

Group: Administrator

Actions: Delete Block Resend invitation

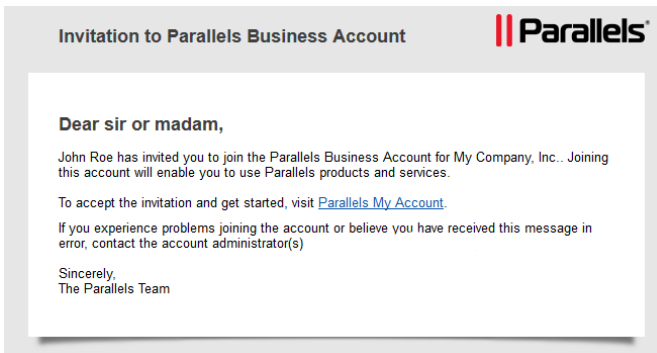
Cancel Apply

- In the dialog, do the following:

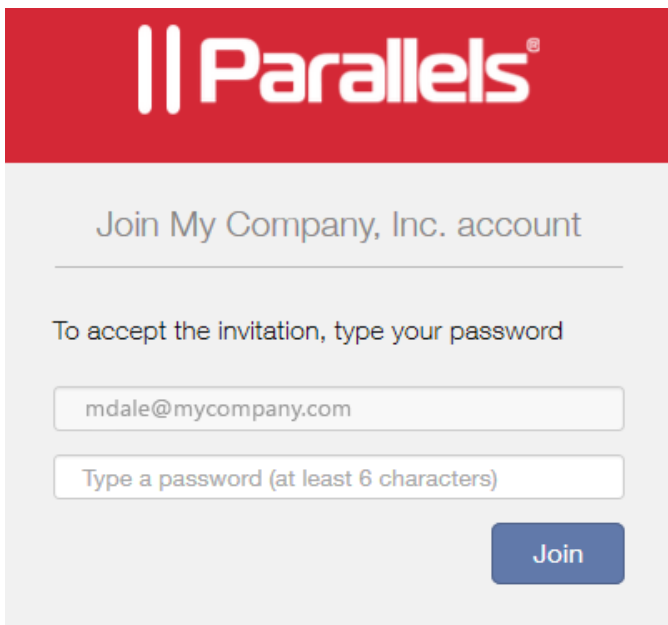
- In the **Group** section, select **Administrator** to grant the user administrative rights. An account administrator can manage other users and company assets (subscriptions and licenses).
- Make a note of the **Actions** section where you can delete or block a user, or resend an invitation email.

12 Click **Apply**.

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



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



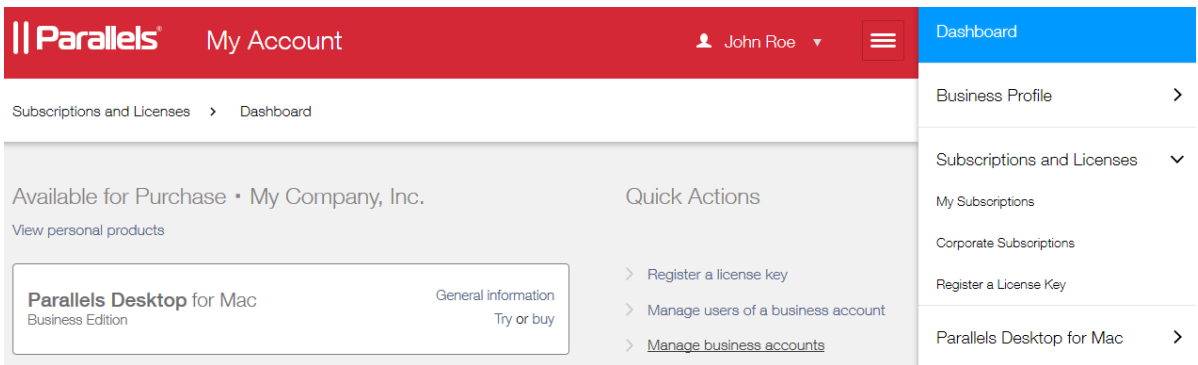
15 The user types their account password and clicks **Join**. The user can now manage business products for your organization using their email address.

Removing a User from an Account

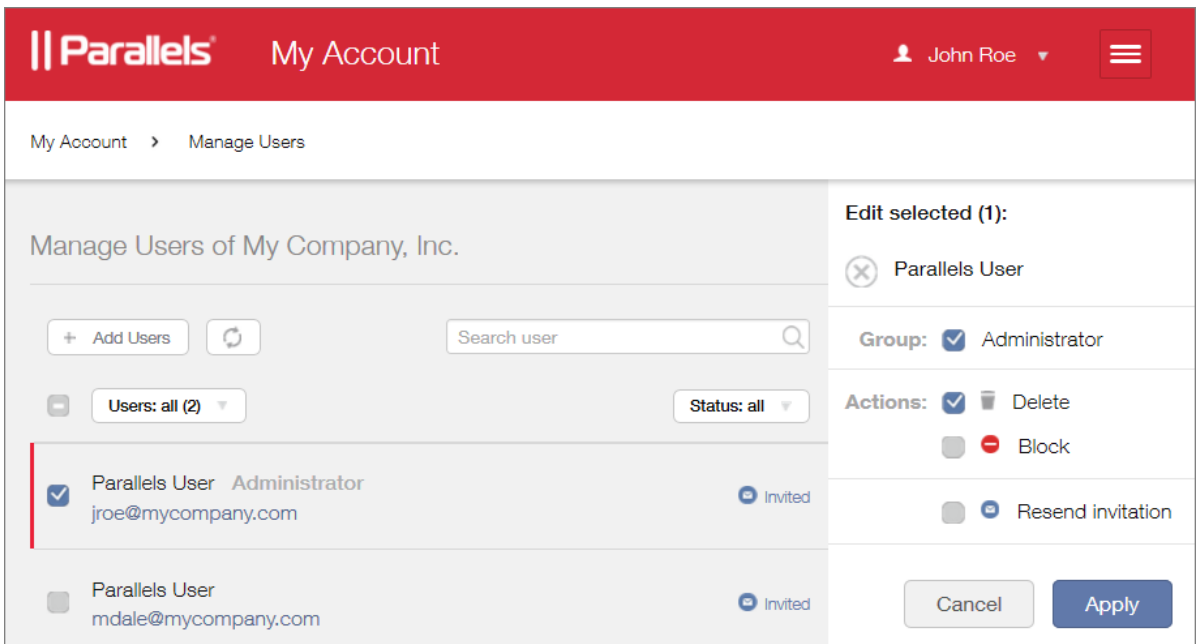
An administrator of an account can remove any other user from the account or temporarily block their access if needed.

To remove a user from the account:

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



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



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

Merge Accounts

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


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

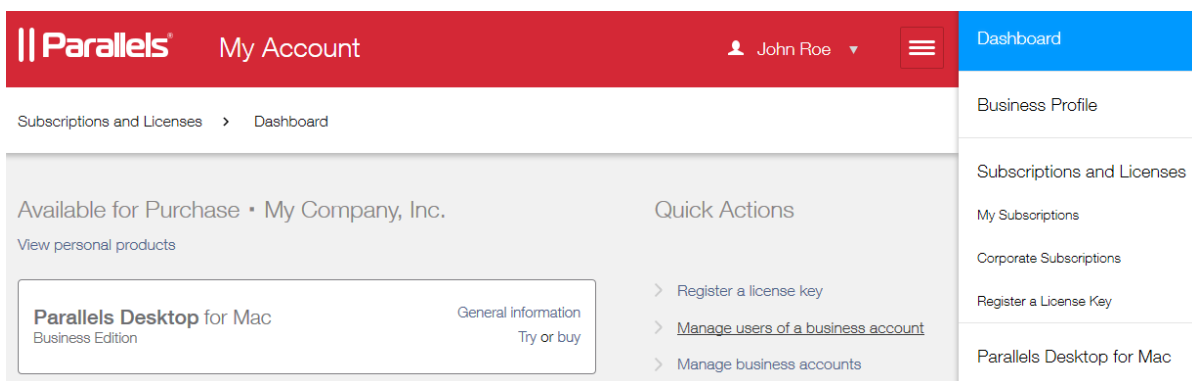
The procedure consists of the following steps:

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

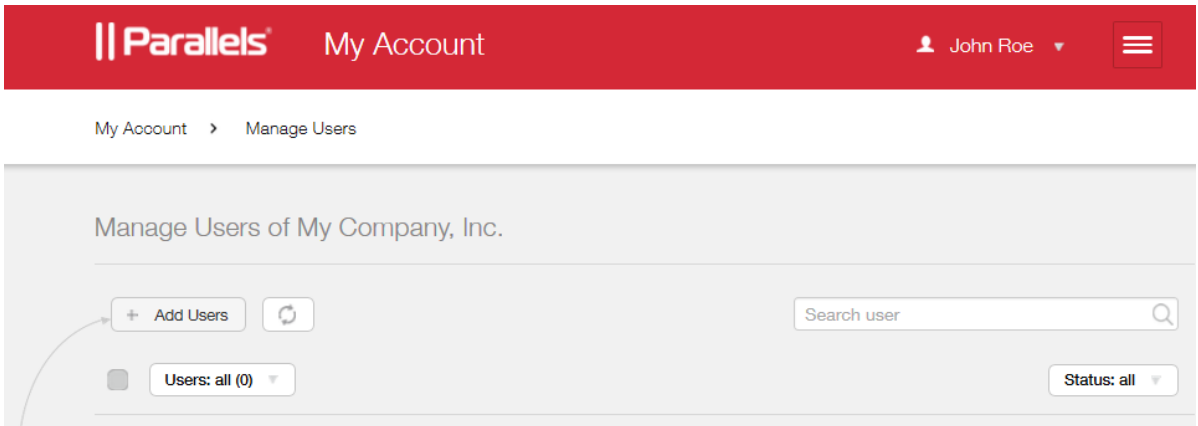
The following describes the procedure step by step.

Invite the personal account owner to join the business account

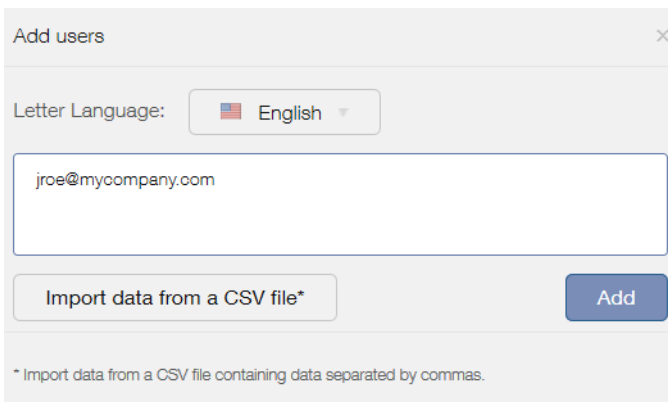
- 1 Sign in to Parallels My Account using the email address you use to manage business products.
- 2 Click  next to your user name to open a side menu. If the **Dashboard** page is not already displayed, click **Dashboard** in the side menu.
- 3 On the **Dashboard** page, click **Manage users of a business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



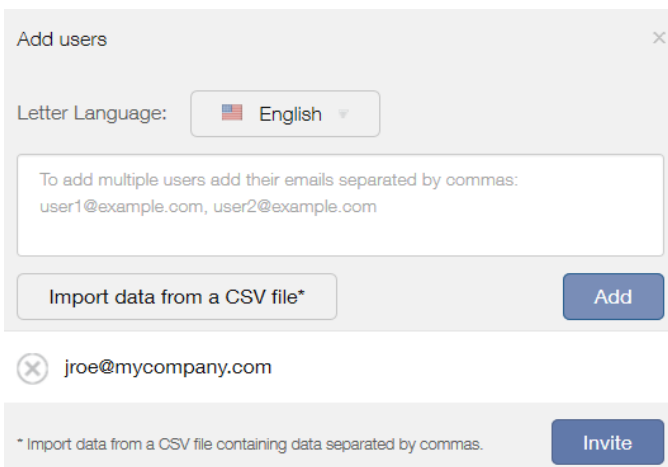
- On the **Manage Users** page, click **Add Users**.



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



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



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

Grant the new user administrative rights

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

The screenshot shows the Parallels 'Manage Users' interface. At the top, the Parallels logo and 'My Account' are visible, along with the user name 'John Roe' and a menu icon. Below this, the breadcrumb 'My Account > Manage Users' is shown. The main heading is 'Manage Users of My Company, Inc.'. There are buttons for '+ Add Users' and a search bar. A table lists users: 'Parallels User johnr@mail123.org' (Invited) and 'Parallels User Administrator joe@mycompany.com' (Invited). The 'Administrator' user is selected with a checkmark. On the right, the 'Edit selected (1):' dialog is open, showing the selected user and options for 'Group' (Administrator), 'Actions' (Delete, Block, Resend invitation), and 'Cancel'/'Apply' buttons.

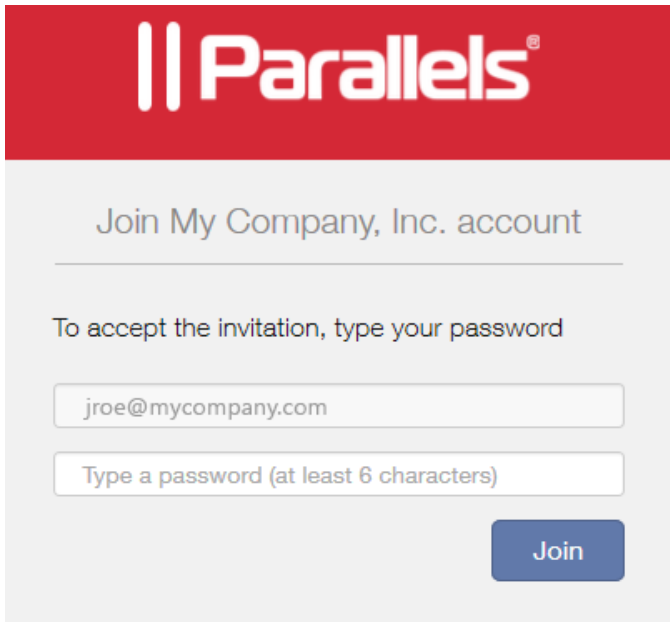
- 3 Select the **Administrator** option in the **Group** section and click **Apply**.

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.

The screenshot shows an email invitation from Parallels. The subject is 'Invitation to Parallels Business Account'. The body text reads: 'Dear sir or madam, John Roe has invited you to join the Parallels Business Account for My Company, Inc.. Joining this account will enable you to use Parallels products and services. To accept the invitation and get started, visit [Parallels My Account](#). If you experience problems joining the account or believe you have received this message in error, contact the account administrator(s). Sincerely, The Parallels Team'.

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

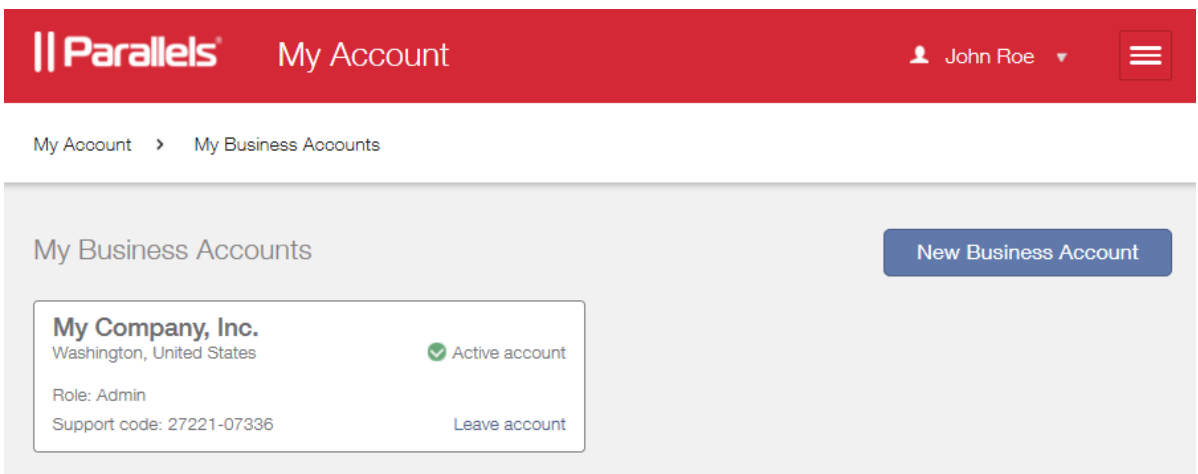


- 3 Type your password and click **Join**.

You can now use your 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**.




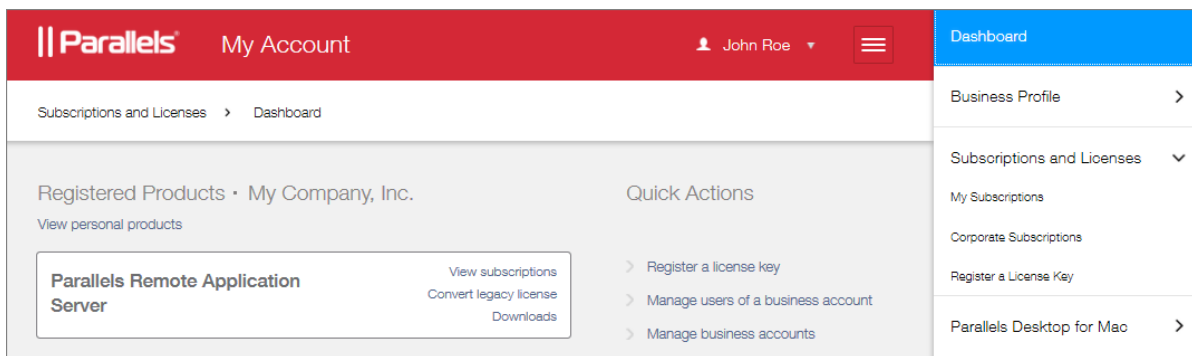
- 4 A message box opens asking your to confirm that you want to leave the account. Read the message and click **Leave Account**.

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.

View Subscription and License Information

To view your registered Parallels RAS subscription(s):

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



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

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

The screenshot shows the Parallels My Account interface. At the top, there is a red header with the Parallels logo, 'My Account', a user profile for 'John Roe', and a menu icon. Below the header is a breadcrumb trail: 'Subscriptions and Licenses > Corporate Subscriptions > Subscription Details'. The main content area is titled 'Subscription Details' and contains a table of subscription information. The table has several rows, each with a label on the left, a value in the middle, and an action link on the right. The rows are: Name (Subscription (valid until June 2, 2017) with an 'Edit' link), Status (Active), Automatic renewal (Non auto-renewing with a 'Convert to auto-renewing' link), Activation/Start date (June 2, 2016), Expiration date (June 2, 2017 with a 'Renew online' link), License Keys (1 license key with a 'Contract Details' link), License key 1 (WYETR5-OYIUP3-ZBCHDF-LGJKYU), Products (1 product), and Parallels Remote Application Server with Premium Support (12 concurrent users with a 'Details' link).

Subscription Details		
Name	Subscription (valid until June 2, 2017)	Edit ▾
Status	Active	
Automatic renewal	Non auto-renewing	Convert to auto-renewing
Activation/Start date	June 2, 2016	
Expiration date	June 2, 2017	Renew online
License Keys		Contract Details
License key 1	WYETR5-OYIUP3-ZBCHDF-LGJKYU	1 license key
Products		1 product
Parallels Remote Application Server with Premium Support	12 concurrent users	Details

The page is organized into sections, which are described below.

Subscription Details

- 1 The **Edit** link next to the subscription name allows you to change the subscription name. You can use any name you like.
- 2 The **Status** field indicates whether the subscription is active.
- 3 The **Automatic renewal** field indicates whether the subscription is renewed automatically. If it's not, you can click **Convert to auto-renewing** and then follow the instructions to switch to automatic renewal.

- The **Activation/Start date** and **Expiration date** fields indicate the corresponding dates. You can renew an expired subscription by clicking the **Renew online** link and then following the on-screen instructions.

License Keys

The **License Keys** section displays the license key included in the subscription.

Products

The **Products** section displays the product(s) that this subscription cover (e.g. Parallels RAS with Premium Support) and the number of licenses (maximum concurrent users) included in the subscription.

The **Details** link opens the **Product Details** page where you can view the information about individual licenses and manage sublicenses (more about sublicenses in the section that follows this one). Click the link to open the page.

The screenshot shows the Parallels My Account interface. The top navigation bar includes the Parallels logo, 'My Account', the user name 'John Roe', and a menu icon. The breadcrumb trail reads: Subscriptions and Licenses > Corporate Subscriptions > Subscription Details > Parallels Remote Application Server with Pre.

The main content area is titled 'Product Details' and contains the following information:

- Product:** Parallels Remote Application Server with Premium Support
- License Key:** WYETR5-OYIUP3-ZBCHDF-LGJKYU (Expires on June 2, 2017)
- Total number of licenses:** 12 (with a link 'Need more licenses?')

Below this is a section for 'Sublicenses' showing 2 sublicenses:

Name/Key	Type	Max lic.	Expires on	
Primary key WYETR5-OYIUP3-ZBCHDF-LGJKYU	Primary	8	June 2, 2017	
Sublicense 1 3EIRUT-7SHDUR-5SBCNW-SSKK4N	Reserved	4	June 2, 2017	Edit

At the bottom right of the sublicenses section, there is a button labeled 'Create a Sublicense'.

The **Product Details** section displays the license key and the total number of licenses (concurrent connections) included in the subscription.

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. 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. The **Max lic.** column displays the number of licenses (concurrent users) included in a sublicense. The **Type** column will always display "Reserved", which indicates that all licenses in a RAS sublicense are reserved to a sublicense exclusively (other Parallels products may have different values in this column, however).

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.

Creating and Managing 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.

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 don't want a RAS administrator to have control of your master license key. You can create a sublicense and give the sublicense key to the administrator.

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.

Creating a sublicense

To create a sublicense:

- 1 On the **Product Details** page, click **Create a Sublicense**.
- 2 Enter a name for the new sublicense, the desired number of concurrent users (the number of licenses that the sublicense should contain) and the sublicense expiration date (same as the subscription or a specific date if desired).
- 3 When done, click **Create** to create a sublicense.

Modifying a Sublicense

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

To delete a sublicense, click **Edit** to open the **Edit Sublicense** dialog and then click **Delete**. Please note that if you have an active Parallels RAS farm using this sublicense key, it will be deactivated.

Downloads

In the side menu, expand the **Remote Application Server** section and click **Downloads**. The **Downloads** page contains a number of useful links, including the Parallels RAS download link and other related links.

Get Support

To open the Parallels RAS support page, open the side menu and click **Support**.

The **Support** page contains a support code assigned to your organization. You'll need this code when contacting Parallels support.

The page also contains a link to other Parallels support and download resources.