



# Parallels Remote Application Server

Service Provider License Agreement Guide

v15

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# Contents

<b>Introduction .....</b>	<b>4</b>
Terminology Used in This Guide .....	4
Understanding Parallels RAS SPLA .....	5
Activating Your SPLA Subscriptions .....	6
<b>Using Your Parallels SPLA Subscriptions .....</b>	<b>7</b>
Activating a Parallels RAS Farm.....	7
Managing Your SPLA Subscriptions.....	7
Parallels My Account Navigation.....	8
SPLA Subscription List.....	10
Remote Application Server License Usage .....	12
Farm Details and Daily License Usage .....	15
Subscriptions and Licenses Service .....	17

## CHAPTER 1

# Introduction

This guide is targeted towards Managed Service Providers (MSP) and Independent Software Vendors (ISV). It provides information on Parallels Remote Application Server SPLA (Service Provider License Agreement), which is a licensing model designed for companies who offer their customers hosted software services.

**Note:** SPLA is supported by Parallels Remote Application Server v15 Hotfix 4 and newer. If you are using an older version, please upgrade your Parallels Remote Application Server installation.

### In This Chapter

Terminology Used in This Guide.....	4
Understanding Parallels RAS SPLA.....	5
Activating Your SPLA Subscriptions.....	6

## Terminology Used in This Guide

This topic explains some of the terminology used in this guide. Please take a minute to familiarize yourself with it before continuing.

**Parallels RAS** stands for Parallels Remote Application Server.

**Farm** is a collection of Parallels RAS components maintained as a single logical entity. Each farm has its own unique management database and a local licensing server that keeps track of licenses used.

**Site** is a managing entity within a farm, usually based on a physical location. A farm consists of at least one site, but may have more if needed.

**Parallels Remote Application Server Console** is the primary graphical user interface used to configure and access Parallels Remote Application Server features.

**Parallels My Account** is a web-based service that gives you access to tools for managing your Parallels subscriptions. An account is required for the activation and use of Parallels Remote Application Server.

# Understanding Parallels RAS SPLA

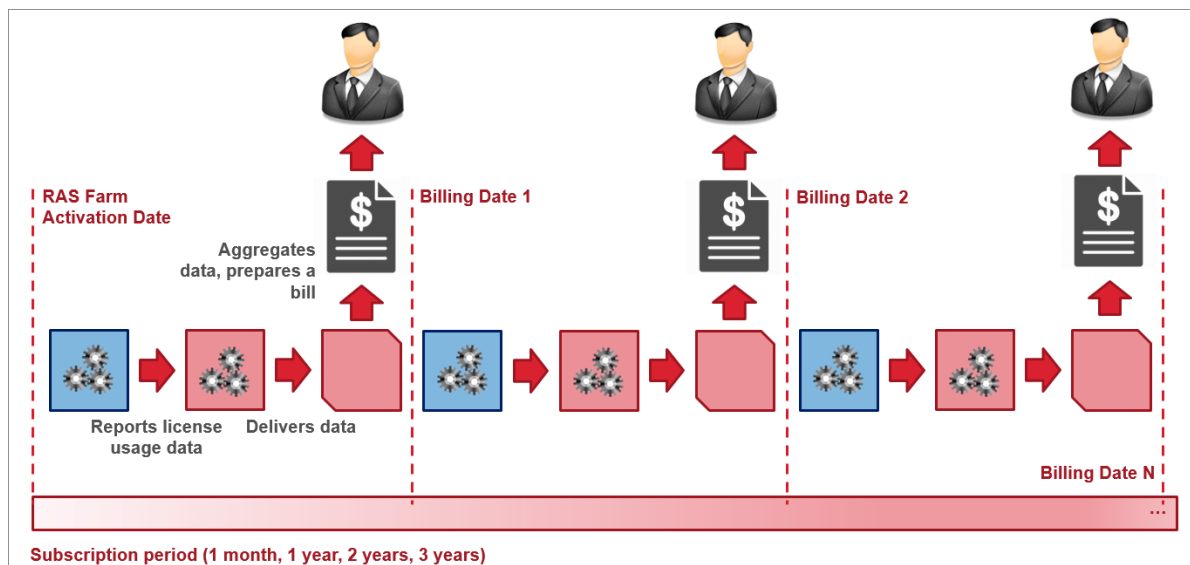
## What are the benefits of Parallels Remote Application Server SPLA?

- No upfront costs. Pay as you go only for licenses based on what you make available to your customers each billing period.
- Ability to activate multiple farms using a single license key.
- Ability to track usage history for each farm in Parallels My Account.
- Automated usage accounting and billing.

## How is it licensed?

Parallels Remote Application Server SPLA is licensed per peak number of concurrent users over a billing period. This information is automatically collected on a daily basis from each farm and is used to calculate the licensing cost at the end of a billing cycle.

To understand how Parallels RAS license usage is calculated, consider the following diagram:



On the diagram above:

- 1 A service provider activates one or more farms using a single SPLA license key.
- 2 As users connect to servers in different farms, each farm continually records the number of concurrent user connections. At the end of each day, all farms report their respective peak number of concurrent connections for that day to Parallels My Account, where it can be viewed by the service provider.

- 3** At the end of the last day of a billing period, the daily peak usage data for all farms is aggregated (more on this below) and the licensing cost for that billing period is calculated. The total amount to be paid will be determined as the licensing cost for the billing period (price per unit multiplied by the aggregated peak usage) less any prepaid amount.
- 4** Finally, an invoice is prepared and is emailed to the service provider.
- 5** Once the current billing period is closed, the next billing period begins and steps 2-3 above repeat for the duration of a given Parallels SPLA contract.

### **How peak usage is aggregated?**

As was described earlier, the daily peak number of concurrent connections in each farm is automatically recorded and stored in Parallels My Account. At the end of a billing period, the daily data from multiple farms is aggregated to determine the total RAS licensing cost for that period. The following steps describe the aggregation procedure:

- 1** First, the peak number of concurrent connections is determined for each individual farm over the entire billing period. To do so, the highest number of all recorded daily peaks is identified and used as the peak number for the entire billing period.
- 2** Once the peak usage number is determined for each farm, the sum of these numbers is calculated, which becomes the total usage number for that billing period.

## Activating Your SPLA Subscriptions

To activate your SPLA subscription, you will need to be registered with Parallels My Account. If you are currently a Parallels RAS customer and already have an account, your new subscription will be added to your account. If you are a new customer, an account will be created for you and your subscription will be registered.

Read the chapter that follows this one to learn how to activate Parallels Remote Application Server using your SPLA license key and how to use Parallels My Account to manage your SPLA subscription(s).

## Using Your Parallels SPLA Subscriptions

This chapter explains what to do after you receive your SPLA license key. By reading this chapter you will learn how to activate your Parallels RAS farms and how to manage your subscription(s) using Parallels My Account.

### In This Chapter

Activating a Parallels RAS Farm .....	7
Managing Your SPLA Subscriptions .....	7

## Activating a Parallels RAS Farm

To activate a Parallels RAS farm, you need your Parallels My Account email and password, and your SPLA license key. Please note that the license key must be registered with this particular account.

**Important:** You must use the same account for all RAS activations so all of your farms, keys, and subscriptions will be visible and manageable under the same account.

To activate a Parallels RAS farm using your SPLA license key:

- 1 Launch Parallels Remote Application Server Console and, if necessary, enter your Parallels RAS administrator credentials.
- 2 Enter your Parallels My Account email and password.
- 3 Enter your license key and click **Activate** to activate.

Your Parallels RAS farm is activated. To activate other RAS farms using the same license key, repeat the steps above for each farm.

## Managing Your SPLA Subscriptions

Parallels My Account enables you to effectively manage your SPLA subscriptions. Using Parallels My Account, you can:

- View your Parallels SPLA subscriptions.

## Using Your Parallels SPLA Subscriptions

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- View subscription details, including the license key included in it, subscription status, effective dates, next billing date, and license usage for the current billing period.
- View the list of RAS farms associated with a subscription, with peak number of concurrent user connections for each farm during the current and previous billing periods.
- View farm details, including daily peak usage numbers for the current or previous billing periods.
- View and download your SPLA contract agreement.

To begin, you need to sign in to Parallels My Account by visiting <https://account.parallels.com>

## Parallels My Account Navigation


Once you are signed in to Parallels My Account, you can view and manage your SPLA subscriptions. Before doing so, please take a few minutes to explore the Parallels My Account user interface.

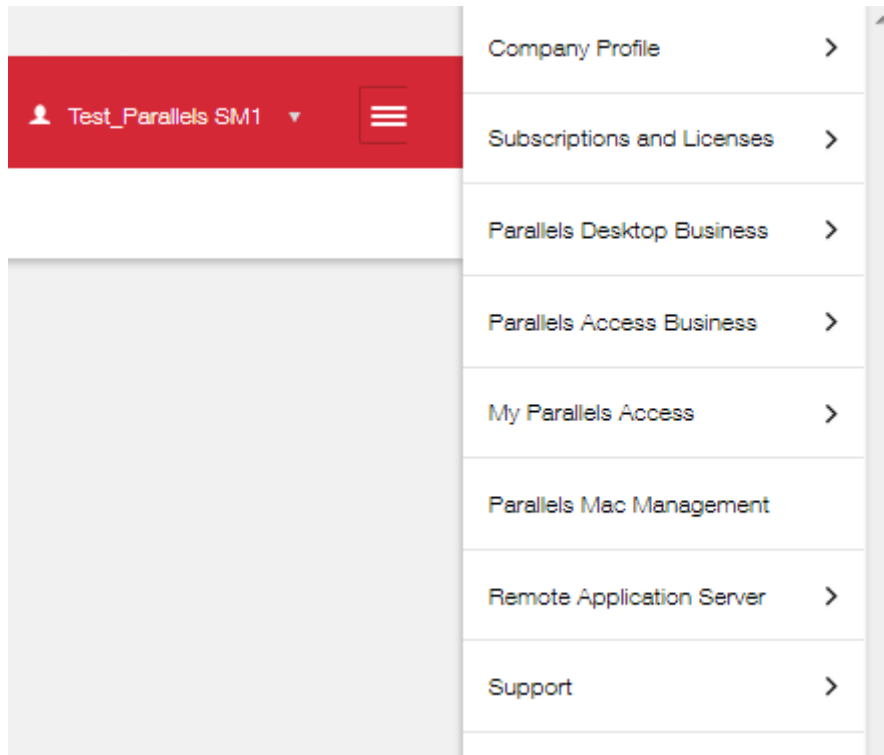
### Title Bar and Side Menu

The title bar displays your user name. You can click on it to open a drop-down menu from which you can access your user profile or to log out of the account.





The  icon next to your user name opens the side menu, from which you can access the available Parallels services. You can click a service to expand the list and see more options.

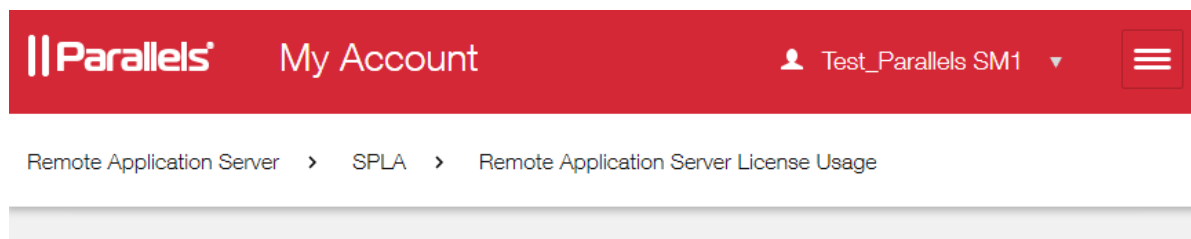


In this guide, we'll be discussing the following services:

- **Remote Application Server.** As the name implies, this service is dedicated to Parallels Remote Application Server. You can use it to view detailed information about your Parallels RAS SPLA license usage.
- **Subscriptions and Licenses.** This service deals with Parallels subscriptions in general (not just RAS SPLA subscriptions). You can use it to view all of your subscriptions on one page. You can also view subscription details, including status, effective dates, next billing date, etc. The summary license usage for SPLA subscriptions can also be viewed here.

## Navigation Menu


As you navigate through a service, the navigation menu below the title bar keeps track of where you are relative to the service's home page.

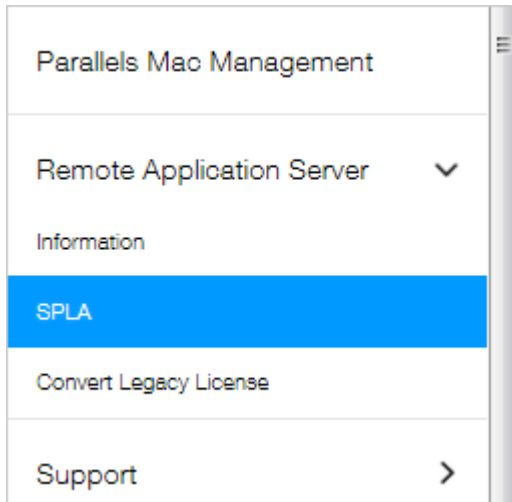


To navigate to a previous page, click it in the navigation menu. For example, on the screenshot above, click **SPLA** to go to the **SPLA** page, or click **Remote Application Server** to go to the home page of this service.

### SPLA Subscription List

To view the list of your SPLA subscriptions:

- 1 Click the  icon next to your user name to open the side menu. In the side menu, expand the **Remote Application Server** section and click **SPLA**.



- The **SPLA** page opens where you can view your subscriptions. The list may include both active and inactive subscriptions (if any).

Remote Application Server > SPLA

### Remote Application Server SPLA

<b>My First SPLA</b> Farms: 3, Current license usage: 501 Activation date: March 1, 2016. Next billing date: June 30, 2016.	>
<b>Real data</b> Farms: 2, Current license usage: 0 Activation date: June 10, 2016. Next billing date: June 17, 2016.	>

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The information on the SPLA page includes:

- Subscription name. This name is used only in Parallels My Account to easily identify a subscription. You can change it at any time if you wish (this can be done on the page described later in this section).
- The number of farms that were activated using a subscription.
- Current license usage, which is the peak number of concurrent connections in all farms combined. Note that this number is shown for the current billing period, so it may go higher before the current period ends.
- The subscription activation and next billing dates.

To continue, click on a subscription to open the **Remote Application Server License Usage** page. Read on to learn what you can do on that page.

## Remote Application Server License Usage

On the **Remote Application Server License Usage** page, you can view the basic subscription information and your license usage for the current and previous billing periods.



Remote Application Server &gt; SPLA &gt; Remote Application Server License Usage

## Remote Application Server License Usage

Subscription Name	My First SPLA
License Key	9RA5EP-RGMN56-DX967D-PR8KB6-X4H2K9
Next Billing Date	June 30, 2016

## Registered Farms

Billing Period 

Total Usage 501 concurrent connection





<input type="checkbox"/>	Farm Name ▾	RAS Version ▲	Activation Date ▲	Last Report Date ▲	Peak Usage ▲
<input type="checkbox"/>	Old McDonald's Farm	15.0.112	03/1/2016	06/14/2016	143
<input type="checkbox"/>	My Test Farm	15.0.112	03/1/2016	06/14/2016	97
<input type="checkbox"/>	Farm Two	15.0.112	03/1/2016	06/14/2016	261

&lt; 1 &gt;

Items per page: 10, 25, 50, 100, 200

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 [Privacy Policy](#)

English

The upper section of the page displays the subscription name, next billing date, and the license key included in the subscription. You can click the license key number to go to the **Subscription Details** page where you can view additional details. Please note that this link takes you to the **Subscriptions and Licenses** service, which is a separate area of Parallels My Account that deals with subscriptions in general. To return to the **License Usage** page, click the **View Details and History** link on the **Subscription Details** page. For more info on **Subscription Details**, see **Subscriptions and Licenses Service** (p. 17).

The **Registered Farms** section of the **License Usage** page displays the list of farms that were activated using this subscription and allows you to view the current and historical license usage information for each farm.

Use the **Billing Period** drop-down list to select a desired period. The license usage for the selected period is displayed in the **Total Usage** field below the drop-down list. This is the peak number of concurrent connections for the selected billing period in all farms combined.

The farm table displays the list of farms and contains the following information:

- **Farm Name.** This name exists only in Parallels My Account and is used to identify a farm. You can change a farm's name at any time if you wish (this can be done on a page described in the section that follows this one).
- **RAS Version.** The version of Parallels RAS installed in a farm.
- **Activation Date.** The date the farm was activated using the license key displayed in the upper portion of the page.
- **Last Report Date.** The date on which the last billing report was generated. This is usually the billing date of the previous billing period.
- **Peak Usage.** The peak number of concurrent connections for a given farm for the selected billing period. These numbers are updated when you select a different billing period in the **Billing Period** drop-down list. Note that if you combine peak usage values for all farms in the list, you will get the number displayed in the **Total Usage** field located above the table.

You can perform the following actions on the table:

- Use the **Show / Hide Columns** drop-down menu to select which table columns to display.
- To export the table data to a file, select one or more farms (tick the box in the first column) and then click **Actions > Export Selected to SCV file**.
- To search the list, type a desired string in the search box. The search is performed as you type. If a column (any column) contains the matching string, the row will be included in the result. Wildcards are not supported.

To view farm details with the daily license usage information, click a farm name. This will open the **Farms Details** page. Read on to learn what you can do on that page.

## Farm Details and Daily License Usage

On the **Farm Details** page, you can view the basic farm information and the daily license usage information for the current or previous billing periods.

Parallels®    My Account    Test\_Parallels SM1 ▾    ☰

Remote Application Server > SPLA > Remote Application Server License Usage > Farm Details

### Farm Details

Name	Old McDonald's Farm	Edit ▾
Server ID	90cfa18d68132c4678f6d17649144519	
Activation Key	9RA5EP-RGMN56-DX967D-PR8KB6-X4H2K9	
RAS Version	15.0.112	
Activation Date	March 1, 2016 00:00	
Last Report Date	June 14, 2016 00:00	

### Daily Usage

Billing Period	06/1/2016 - 06/30/2016 (current) ▾
Peak Usage	143 concurrent connections
<input type="checkbox"/> <b>Report Date</b> ▾	<b>Usage</b> ⬆️
<input type="checkbox"/> 06/14/2016	23
<input type="checkbox"/> 06/13/2016	65

The **Farm Details** section contains the following information:

- **Name.** The farm name. This name is used only in Parallels My Account to identify a farm. To change the name, click the **Edit** link and then type a desired name.

- **Server ID.** An internal RAS ID assigned to a server in the farm that acts as a local RAS licensing server.
- **Activation Key.** The license key included in the subscription that was used to activate this farm.
- **RAS Version.** Parallels RAS version installed in the farm.
- **Activation Date.** The date on which the farm was activated using the license key displayed above.
- **Last Report Date.** The date on which the last billing report was generated. This is usually the billing date of the previous billing period.

The **Daily Usage** section allows you to perform the following tasks:

- In the **Billing Period** drop-down list, select a billing period for which to display the peak usage information. When you do, the numbers below the drop-down are updated to reflect the selection.
- The **Peak Usage** field displays the peak number of concurrent user connections for the selected billing period.
- The table in the lower portion of the page displays the peak usage information for each day of the selected billing period. You can sort the list in ascending or descending order by **Report Date** or **Usage**. To do so, click a desired column heading.



The following screenshot displays a sample daily usage for the current billing period for a given farm. If you sort the table by **Usage** in descending order, the date on which the peak usage for this period occurred (143 in our example) will be displayed at the top of the list, as shown on the screenshot.

Daily Usage	
Billing Period	06/1/2016 - 06/30/2016 (current)
Peak Usage	143 concurrent connections
<input type="checkbox"/> Report Date	<input type="checkbox"/> Usage
<input type="checkbox"/> 06/4/2016	143
<input type="checkbox"/> 06/7/2016	139
<input type="checkbox"/> 06/1/2016	124
<input type="checkbox"/> 06/6/2016	119
<input type="checkbox"/> 06/9/2016	111
<input type="checkbox"/> 06/5/2016	93
<input type="checkbox"/> 06/10/2016	78
<input type="checkbox"/> 06/3/2016	70
<input type="checkbox"/> 06/13/2016	65
<input type="checkbox"/> 06/11/2016	50

< 1 2 >

## Subscriptions and Licenses Service

The **Subscriptions and Licenses** service deals with Parallels subscriptions in general (not just RAS SPLA subscriptions). You can use it to view all of your subscriptions (including SPLA) on one page. You can also view subscription details and the summary license usage for SPLA subscriptions.

To access the service:

- 1 Click the icon next to your user name to open the side menu. In the side menu, expand the **Subscriptions and Licenses** section and click **All Subscriptions**.
- 2 The **Subscription List** page opens where you can view your subscriptions.

- 3 Click on a desired SPLA subscription to open the **Subscription Details** page.

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 'Test\_Parallels SM1', and a menu icon. Below the header, a breadcrumb trail reads 'Subscriptions and Licenses > Subscriptions List > Subscription Details'. The main content area is titled 'Subscription Details' and includes a 'Reference Number 1'. It features a table with the following rows:

Name	My First SPLA	Edit ▾
Status	Active	
Type	SPLA subscription	
Activation/Start date	March 1, 2016	
Next billing date	June 30, 2016	
Expiration date	March 1, 2017	

Below the table is a 'Contract Details' link. The 'Current Billing Period' section shows a table with the following rows:

Dates	06/1/2016 - 06/30/2016	View Details and History
Licenses used	501	

The 'Keys' section shows 'Keys: 1' and a table with the following row:

License key 1	9RA5EP-RGMN56-DX967D-PR8KB6-X4H2K9
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The 'Products' section shows 'Products: 1' and a table with the following row:

Parallels Remote Application Server with Standard Support
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At the bottom, there are links for 'License Agreement', 'Terms of Use', and 'Privacy Policy', along with a language selector set to 'English'. The footer contains the copyright notice: '© 2016 Parallels IP Holdings GmbH. All rights reserved.'

The **Subscription Details** page is split into four sections, which are described below.

### Subscription Details

- **Name.** Subscription name. You can modify it by clicking the **Edit** link and then entering a new name.
- **Status.** Subscription status.
- **Type.** The subscription type.
- **Activation/Start date.** The subscription activation date.
- **Next billing date.** The date on which the current billing period ends and an invoice is prepared and emailed to the service provider.
- **Expiration date.** The subscription expiration date.
- **Contract Details** (link). Allows you to view your SPLA contract and download it to your local computer.

### Current Billing Period

- **Dates.** The beginning and end dates of the current billing period.
- The **View Details and History** link opens the **License Usage** page (p. 12).
- **Licenses used.** The peak number of concurrent user connections as of the current date in all farms combined.

### Keys

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

### Products

The **Products** section lists products and options included in this subscription. This typically includes the SPLA subscription itself and the technical support option, but may possibly include other options depending on your contract.