



Awingu

Licensing Guide

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CHAPTER 1

Introduction

This guide describes how to manage your Awingu subscriptions and licenses with Parallels My Account.

- If you want to learn about different types of Awingu subscriptions and licenses, see **Awingu licensing**.
- If you have a license and want to activate Awingu for the first time, see **Activate Awingu** (p. 7).

Awingu licensing

Awingu supports several types of licenses. You can purchase a license for a specific duration and number of users as well as choose between named user and concurrent user licensing:

- Named user licensing allows a fixed number of users to log in to Awingu.
- Concurrent user licensing allows for a fixed number of user to be connected to Awingu simultaneously.

Notes for customers migrating from the Awingu license portal

When you register in Parallels My Account, your Awingu licenses and subscriptions will be transferred to Parallels My Account with minimal changes. You can check the details as described in **View subscriptions and subscription details** (p. 14).

The differences between the old license types and the corresponding new license types are explained below:

Type		User count	User seats	Validity	Maintenance & Support
Subscription	Legacy Awingu subscription	Named or concurrent	Depends on the product keys	Depends on the product keys	Included

	Parallels subscription	Named or concurrent	Specified in the subscription	1, 2, or 3 years	Included
Perpetual license	Legacy Awingu perpetual license	Named or concurrent	Depends on the product keys	Unlimited	At least 1 year is included with the purchase of the license. Renewal is optional.
	Parallels perpetual license	Named or concurrent	Specified in the license	Unlimited	At least 1 year is included with the purchase of the license. Renewal is optional.
Parallels SPLA (former PayPerUse)	Legacy Awingu PayPerUse	Named	Unlimited	Unlimited with monthly billing	Included
	Parallels SPLA	Named	Unlimited	1, 2, or 3 years with monthly billing	Included
Trial	Legacy Awingu trial	Concurrent	Depends on the product keys	Depends on the product keys	Included
	Parallels trial	Concurrent	Specified in the license	1, 3, or 6 months	Included

Subscription

This type of license allows you to use Awingu for a specific duration and choose between named user and concurrent user licensing. All subscriptions include Maintenance & support plan.

Perpetual license

This type of license is issued for a specific version of Awingu. It allows you to use this or any of the earlier versions for an unlimited period of time and choose between named user and concurrent user licensing. To upgrade to a newer version, you need to have an active Maintenance & support plan. All newly purchased perpetual licenses include Maintenance & support plan for the duration of at least one year. After that period, you can extend Maintenance & support plan or continue using your version of Awingu without upgrading and support.

Note: It is recommended to renew Maintenance & support plan regularly.

SPLA

The SPLA (Service Provider License Agreement) agreement is designed for companies who offer their customers hosted software services. It allows you to pay for licenses based on the number of seats that you make available to your customers each billing period. This type of license supports only named user licensing and allows you to use Awingu for a specific duration. SPLA agreement includes Maintenance & support plan.

Free trial

This type of license allows you to use Awingu for a short time and is only available for concurrent user licensing. All trial licenses include maintenance & support plan.

Maintenance & support plan

Maintenance & support plan allows you to receive support and upgrade to the newer versions of Awingu for free. This plan is included in most license types.

CHAPTER 2

Activate Awingu

After you purchase an Awingu subscription or license, you need to register your license key in Parallels My Account before you can activate Awingu. The registration also gives you the ability to manage your licenses in one place.

To activate Awingu for the first time, do the following:

- 1 Create a Parallels Account and register a subscription or license** (p. 7)
- 2 Activate Awingu** (p. 11)

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Create a Parallels Account and register a subscription or license

Parallels My Account is a web service that enables Parallels customers to view and manage licenses for Parallels products. The instructions below describe how to quickly get started with Parallels My Account:

- If your organization has never activated Awingu before, continue reading this section.
- If your organization has active product keys registered at `my.awingu.com`, see <https://kb.parallels.com/en/129727> for information on how to migrate to Parallels My Account.

Create a Pallels account

- 1 Visit Pallels My Account at <https://my.pallels.com>
- 2 Select the **I am a new user** option.

Sign In


☐ I have a password

☒ I am a new user

Email *


First name


Last name


Password * 

Sign Up

Other sign-in options:

 Continue with Apple

 Continue with Facebook

 Continue with Google

Continue with SSO

- 3 Enter your first and last name, email address and password.
- 4 Click **Sign Up** to continue.

- 5 You will see a dialog prompting you to read Parallels Privacy Policy and Terms of Use. You will find these documents on the next page. Click **Continue**.

Important Information



We would like you to learn more about Parallels [Privacy Policy](#) and [Terms of Use](#), so that you fully understand what personal information we collect and how we use it in our effort to deliver the best Parallels products and services to you.

In order to continue working with Parallels products and services, read the information on the following pages.

[← Back](#)

[Continue](#)

- 6 Read Parallels Privacy Policy and Terms of Use and if you agree, click **I Agree**.
- 7 In the dialog that opens, input the Awingu license key that you received with your subscription or license and click **Register**.

Start with registering your Parallels product Register Key Downloads

License Key *

Display Name

Don't have a key? Buy one in the [Parallels Online Store](#).

Register

- 8** In the **Provide your business details** dialog, enter your company name, address, and phone number.

Parallels Awingu

50 concurrent users

Provide your business details:

Company Name *

Street *

City *

Country *

ZIP / Postal Code *

Phone *

Cancel


Register

- 9** Click **Register**.

You will now be taken to the page where you can see your registered subscription(s).

Partner One (Business Account) Business Profile

Products All Subscriptions (1)



Parallels Awingu
for 50 named users

Active subscriptions 1

Perpetual licenses 0

SPLA contracts 0

[Support](#)

Hint: To return to **Dashboard** from any other area of Parallels My Account, simply click the **Dashboard** link on the page header at any time.

Summary

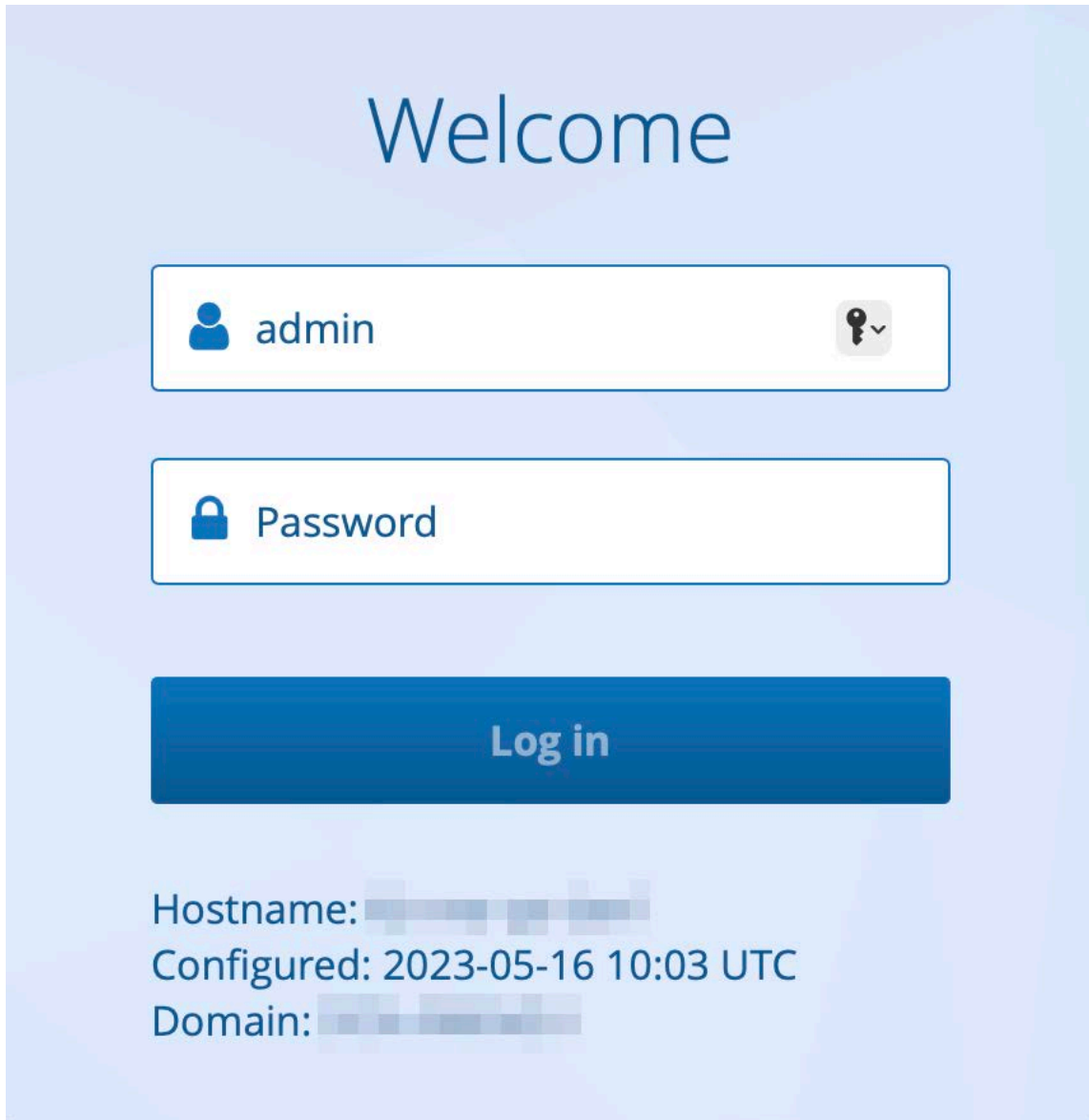
After completing the steps above:

- A business Parallels account is created for your organization to which you are assigned as the account administrator.
- Your Awingu license key is registered in the business account.

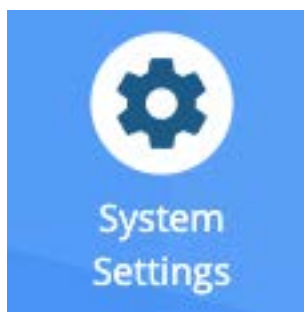
Activate Awingu

- 1 Sign in to your Parallels account.
- 2 If you don't see the **Dashboard** page, click **Dashboard** on the page header.
- 3 On the **Parallels Awingu** card, click **Active subscriptions**.
- 4 Click on the name of the subscription.
- 5 On the **License keys** card, do one of the following:
 - Click the "download" icon to the right of the License Key
 - Click the "gear" icon to the right of the "download" icon and in the dialog that opens click **Download License File**

- 6 Log in to Awingu.



The login screen features a light blue background with a large 'Welcome' heading. Below it are two input fields: the first contains the username 'admin' with a user icon on the left and a key icon on the right; the second is labeled 'Password' with a lock icon on the left. A prominent blue 'Log in' button is centered below the fields. At the bottom, system information is displayed: 'Hostname: [redacted]', 'Configured: 2023-05-16 10:03 UTC', and 'Domain: [redacted]'.




- 7 Click on the **System Settings** icon

8 In the **License** section, click the pen icon. The **Choose File** button will appear.

General Information

License

Info	Awingu
Type:	SUBSCRIPTION
License Terms:	<ul style="list-style-type: none"> 1000 CONCURRENT users from 2019-03-29 until 2024-09-18
Maintenance and Support Terms:	<ul style="list-style-type: none"> 1000 CONCURRENT users from 2019-03-29 until 2024-09-18
Revision:	1
<input type="button" value="Check License"/>	



9 Click the **Choose File** button and upload your license file to Awingu.

General Information

License

Info	Awingu
Type:	SUBSCRIPTION
License Terms:	<ul style="list-style-type: none"> 1000 CONCURRENT users from 2019-03-29 until 2024-09-18
Maintenance and Support Terms:	<ul style="list-style-type: none"> 1000 CONCURRENT users from 2019-03-29 until 2024-09-18
Revision:	1
File	<input type="button" value="Choose file"/> N file chosen

10 Click **Apply**.

General Information

License

Info	KB-DEMO-CREATE-LICENSE
Type:	SUBSCRIPTION
License Terms:	<ul style="list-style-type: none"> 40 CONCURRENT users from 2023-03-02 until 2024-03-01
Maintenance and Support Terms:	<ul style="list-style-type: none"> 40 CONCURRENT users until 2024-03-01
Revision:	1
File	<input type="button" value="Choose file"/> KB-DEMO-CREATE-LICENSE (rev 1).lic

Now you can use Awingu according to the terms of your license..

CHAPTER 3

Manage Subscriptions and Licenses

This chapter describes how to manage your Parallels subscriptions and licenses.

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Register a subscription or license

If you would like to register a business subscription using your existing business account, do the following:

- 1 Sign in to Parallels My Account using your email address and password.
- 2 Click **Register Key** on the page header.
- 3 Input your license key and click **Register**.

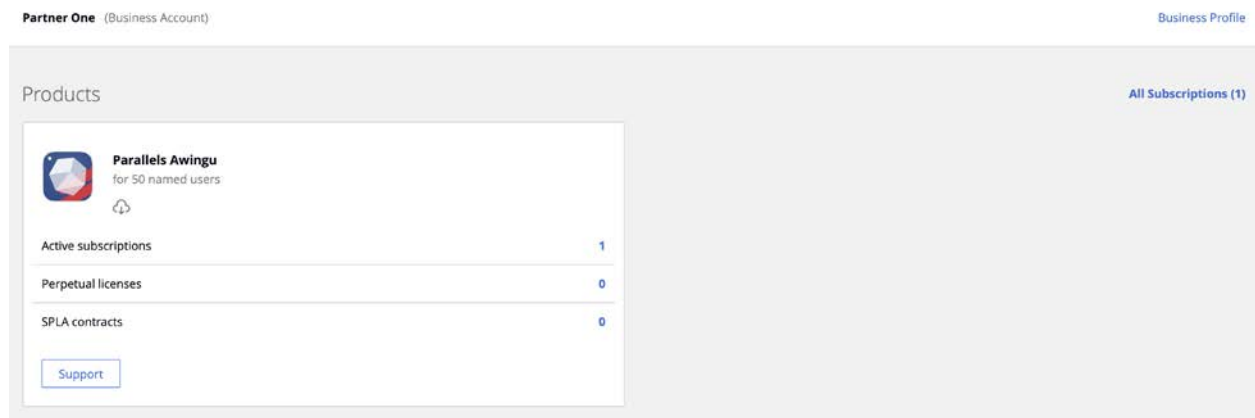
Your subscription or license is now registered.

View subscriptions and licenses

To view your Awingu subscription(s):

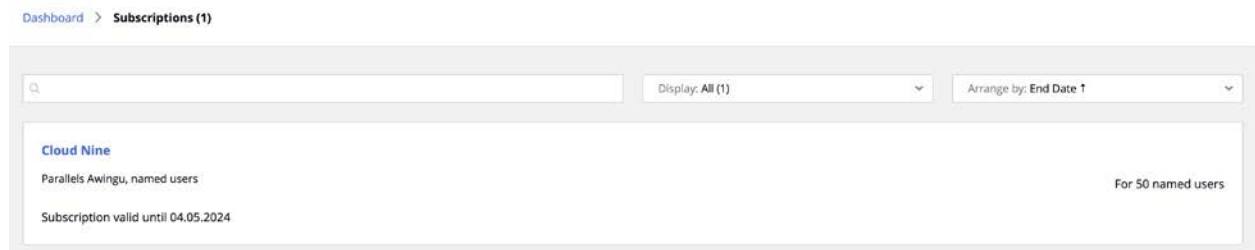
- 1 Sign in to your Parallels account.
- 2 If you don't see the **Dashboard** page, click **Dashboard** on the page header.

3 The **Products** page will be populated with the subscription information.



Active subscriptions


To see active subscriptions, click the **Active subscriptions** row. This opens the page with active subscriptions.



Subscription details

To see subscription details, click the subscription name.

[Dashboard](#) > [Parallels Awingu](#)[Download](#) [Product Subscriptions \(1\)](#) [Support](#)

Cloud Nine 

Status Active

Subscription Renewal Contact Parallels

Activation Date 04.05.2023

Expiration Date 04.05.2024

[Order History](#)

Products

	Qty
Parallels Awingu, named users	50

Properties

Customer	Cloud Nine
Partner	XYZ Partner
Daily license check	Required
Anonymous license usage reporting	Required
In app download	Not allowed

The **Subscription Details** page contains general subscription information, such as status, dates, number of licenses, etc. The Orders History link allows you to see your order history.

To modify the display name of the subscription, click the  link (at the top of the page).

CHAPTER 4

Renew a subscription or license

To renew a subscription or maintenance & support plan:

- 1** Contact your partner or Parallels sales representative and request a renewal of your subscription or maintenance & support plan.
- 2** After purchasing a renewal of a subscription or maintenance & support plan, sign in to Parallels My Account using your email address and password.
- 3** View the details of your subscription or license, as described in **View subscriptions and subscription details** (p. 14).
- 4** Check that the properties of the subscription or license were updated correctly.
- 5** Download the new license key and re-activate Awingu as described in **Activate Awingu** (p. 11).

CHAPTER 5

Manage Accounts

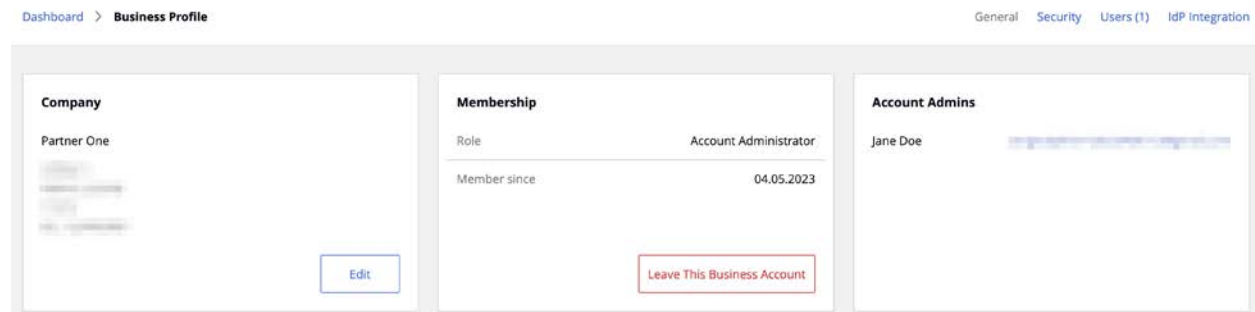
Read this chapter to learn how to manage your Parallels accounts.

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Viewing and modifying business profile

To view and modify the business profile of your organization, click the **Business Profile** item in the upper right hand corner. This opens the **Business Profile** page.



Click the **Edit** button to open the **Edit Company Information** dialog. You can modify any information on that page. When done, click **Save**.

The **Membership** area of the **Business Profile** page displays your role (e.g. Account Administrator) and the date your account membership began. The **Leave This Business Account** button allows you to terminate your business account membership. Please note that if you are the only administrator on this account, you must invite at least one more user to be an account administrator before you can leave the account.

The **Account Admins** section lists account administrators. For more information, see **Inviting users to join a business account** (p. 19).

Inviting users to join a business account

As the administrator of a business account, you can invite other users in your organization to join it.

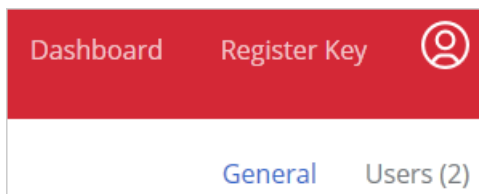
Types of business account membership

There are two types of business account membership:

- **Regular Member.** When a user accepts the invitation, they are initially granted privileges of a regular member. A regular member cannot manage subscriptions and licenses, invite other users, or change properties of a business account. They must be either promoted to the account administrator (see below for details) or granted rights to manage a particular license key (see **Managing License Administrators**).
- **Account Administrator.** An account administrator has full privileges to manage all of the available subscriptions and licenses.

To invite a user to join the business account:

- 1 On the **Dashboard**, click **Business Profile** in the upper right and then click **Users** (also in the upper right).



- 2 The **Business Account Users** list is displayed:

Dashboard > Business Profile General Users (2)

Q Search Role: All (2) ▾ Status: All (2) ▾

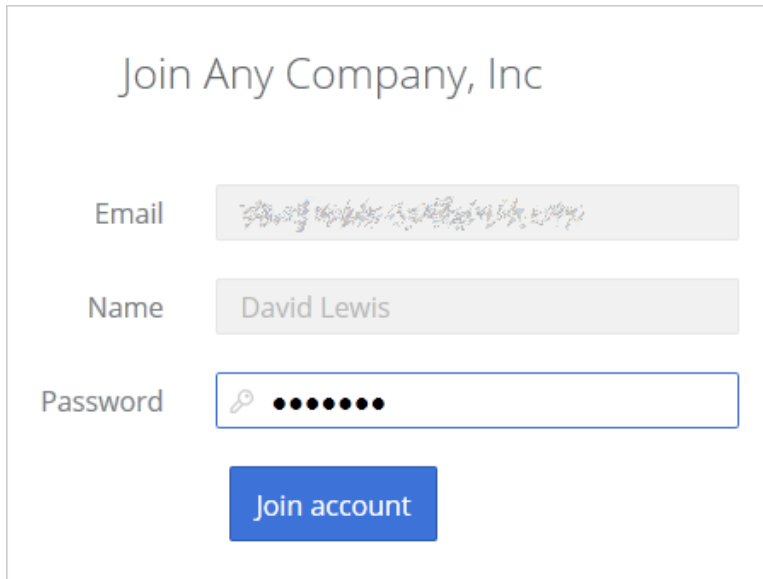
Business Account Users (2) Invite Users Actions: ▾ ⚙️

<input type="checkbox"/>	User Name ↑	Email	Role	Status
<input type="checkbox"/>	Andrew Palmer		Account Administrator	Active
<input type="checkbox"/>	David Lewis		Account Administrator	Active

- 3 Click **Invite Users**.

- 4 In the dialog that opens, select a language of invitation, then type the email address of a user and click **Add**. You can invite more than one user at the same time. Once the list of users is complete, click the **Send Invitations** button. If you want to make the user an account administrator, you can promote them immediately after sending the invitation as described below. By default users are invited as regular members.

When a user receives the email, it will contain instructions and a link to join the business account. Clicking on the link will open the following Parallels My Account dialog in a web browser:



Join Any Company, Inc

Email

Name

Password

If the user already has an account, they will need to enter their current password. If the user doesn't have one, they must choose and type a password to create a new account. The user then clicks **Join account** to join and log in to Parallels My Account.

Promoting users to account administrators

To promote regular members to account administrator of a business account, you need to do the following:

- 1 Open the **Business Account Users** list (see above) and select the users you want to promote.
- 2 Click the **Actions** drop-down menu to the left of the "gear" icon and select **Make Admin**.

A user needs to log off and then log on again for the new role to take effect.

Blocking and removing users from a business account

You can block or remove a user from the business account:

- When you block a user, the user's access to the account is revoked, but the user remains a member of the account and can be unblocked.
- When you remove a user, they are completely removed from the business account. You can later invite the user to join the business account again if you wish.

To block or remove users from the business account:

- 1 Click **Business Profile** in the upper right of the page.
- 2 Click **Users** in the upper right.
- 3 Select the users you want to block or remove from the account..
- 4 Click the **Actions** drop-down menu to the left of the "gear" icon and select **Block** or **Remove**.

The user will receive an email with a message that their business account membership has been blocked or canceled. If you wish to unblock a user, repeat the steps above and click **Unblock**.

Downloads and documentation

To see the available Awingu downloads, including installation files and documentation:

On the **Dashboard**, click the "download" icon on the **Parallels Awingu** card.

This will open the **Download** page from where you can download installation files and additional Awingu materials.

CHAPTER 6

Support Services

As a Parallels business customer, you get 24/7 business-class technical support with your maintenance & support plan. If you have an issue with deploying or using Awingu, contact Parallels Support at any time either by phone or online. You can also see popular topics or search the Parallels Knowledge Base for a solution right from your Parallels business account.

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Get support

To open the **Support** page in Parallels My Account:

- 1 Click **Support** on the page header (the red area).
- 2 Click the **Parallels Awingu** card.
- 3 Click a category that best suits your inquiry.
- 4 To see popular topics, expand a subcategory and click on a link to a topic. To search for a solution for an issue, type the issue description in the box at the top of the page.

If you haven't found a solution for your issue you can request support as follows:

- 1 On a support category page (steps 3, 4 above), type a short issue description and click **Request Support**. Note that you need to type a description or the **Request Support** button will not take you to the next step.
- 2 Select a support method (a messenger, phone, email, etc.) and follow the onscreen instructions (see the notes below).

When contacting Parallels Support by email, phone, or Skype, you'll need a ticket ID, which is displayed on the screen when you select one of these support methods. You can place a call immediately or you can click **Book a Call** to book it for another time. You can also see a ticket ID by clicking **Support** on a page header and then clicking the **My Tickets** link in the upper right. See **Managing support tickets** (p. 23) for more info.

When using email you can add additional watchers (other administrators of your Parallels business account) to receive notifications via email. To do so, on the **Create Support Request** page select the **Add Watchers** tab, then select an administrator and click the **Add** button. See also **Adding watchers to a support ticket** (p. 23).

Managing support tickets

Every time you request support, a support ticket is created for you. To view your support tickets (current and closed):

- 1 Click **Support** on the page header (the red area).
- 2 Click the **Awingu** card.
- 3 Click **My Tickets** in the upper right. The **My Tickets** page opens displaying your current and closed support tickets.

The **Status** column displays the current ticket status, which is updated as the work on the ticket progresses. To filter the list on ticket status, click the drop-down menu in the upper right and select a status.

The **Actions** column contains links that allow you to perform the following actions on a ticket:

- **Reply** — (current tickets). Allows you to send a message to Parallels Support and attach one or more files if necessary.
- **Close** — (current tickets). Closes a ticket.
- **Reopen** — (resolved tickets). Reopens a ticket.
- **Survey** — (resolved tickets). Opens a survey page where you can rate your satisfactions with the Parallels products and services and to leave a feedback message.

Creating a new support ticket

When you open the **My Tickets** page, the link in the upper right changes to **New Ticket**. The link does exactly the same as the instructions in the beginning of this chapter — it opens a page where you can select a Parallels product and then create a support ticket.

Adding watchers to a support ticket

By default, all administrators of a Parallels business account can view and manage support tickets, but only you (the ticket owner) will receive email notifications about it. You can add other account administrators as watchers of a support ticket, so they can too receive email notifications.

To add ticket watchers:

- 1** Click **Support** on the page header (the red area).
- 2** Click the **Awingu** card.
- 3** Click **My Tickets** in the upper right.
- 4** Select a ticket and click on the **Subject** column value (usually a combination of your company name and the issue description that you used when you created a ticket).
- 5** In the dialog that opens, click the **Ticket Watchers** tab.
- 6** Select an account administrator in the drop-down menu and then click **Add**.
- 7** Click **Done**.

To remove a watcher from a ticket, repeat the steps described above, but this time click the (X) icon next to the watcher and then click **Done**.

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