



# Parallels Desktop for Chromebook Enterprise

IT Administrator's Guide

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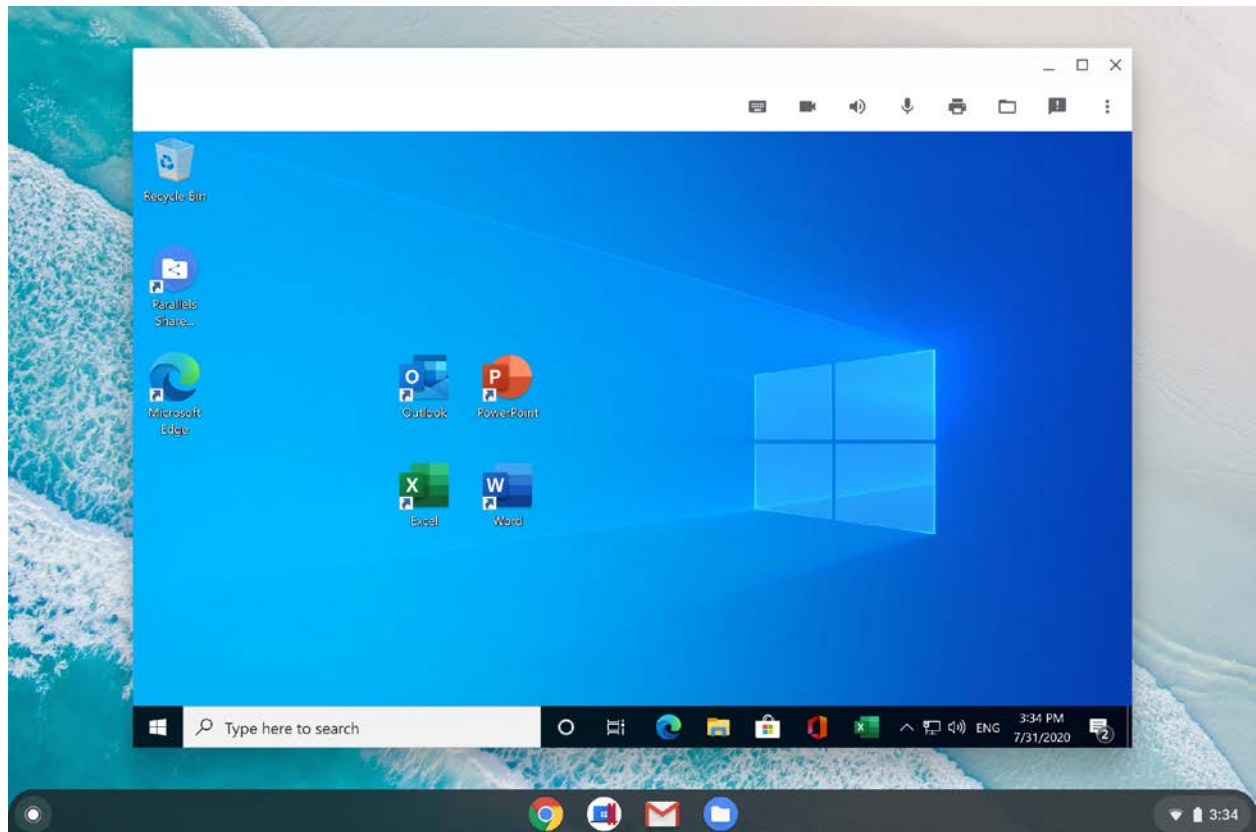
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## CHAPTER 1

# Introduction

Welcome to Parallels® Desktop for Chromebook Enterprise, world's first software to run Windows directly on a Chrome Enterprise device — including full-featured applications such as Microsoft Office — even offline!

This guide is intended for IT administrators who want to give their users the ability to run Windows applications on Chromebooks.



## CHAPTER 2

# System Requirements for Parallels Desktop for Chromebook Enterprise

	Minimum To run 1-2 simple applications	Best Performance For active multitasking and resource-intensive applications
Processor	Intel Core i5 or i7	Intel Core i5 or i7 + fan cooling
Memory	8 GB	16 GB or more
Storage	128 GB	256 GB or more
Supported Devices	<p><b>HP:</b></p> <ul style="list-style-type: none"><li>• HP Elite c1030 Chromebook Enterprise</li><li>• HP Pro c640 Chromebook Enterprise</li><li>• HP Chromebox Enterprise G3</li></ul> <p><b>Google:</b></p> <ul style="list-style-type: none"><li>• Google Pixelbook</li><li>• Google Pixelbook Go</li></ul> <p><b>Acer:</b></p> <ul style="list-style-type: none"><li>• Acer Chromebook Spin 713</li><li>• Acer Chromebook Spin 13</li></ul> <p><b>Dell:</b></p> <ul style="list-style-type: none"><li>• Dell Latitude 5300 2-in-1 Chromebook Enterprise</li><li>• Dell Latitude 5400 Chromebook Enterprise</li></ul> <p><b>Lenovo:</b></p> <ul style="list-style-type: none"><li>• Lenovo Yoga C630 Chromebook</li></ul> <p><b>ASUS:</b></p> <ul style="list-style-type: none"><li>• ASUS Chromebook Flip C436FA</li></ul>	

To provide Windows applications to users of low-end devices, consider [Parallels Remote Application Server](#).

### **Chrome OS version**

Chrome OS version 85 or later. See release notes for latest updates:

[https://download.parallels.com/desktop/chrome/docs/en\\_US/Release-notes-for-Parallels-Desktop-for-Chromebook-Enterprise.pdf](https://download.parallels.com/desktop/chrome/docs/en_US/Release-notes-for-Parallels-Desktop-for-Chromebook-Enterprise.pdf)

### **Google Admin console**

The Google Admin console is used to set up organizational units, users, and to configure Parallels Desktop related properties. To perform these tasks, you must be a super admin or an admin with sufficient privileges in the Google Admin console.

Please note that Chrome Enterprise Upgrade or Chrome Education Upgrade licenses are required and can be acquired either with Chrome Enterprise devices or separately. For more information, please see <https://support.google.com/chrome/a/answer/1289314>

### **Microsoft Windows**

Microsoft Windows image and Windows license are required.

### **Corporate storage server**

To deploy a Windows virtual machine image on user devices, you need a corporate storage server from where the image can be downloaded to individual Chromebooks in your organization via HTTP or HTTPS. CDN is recommended for very large deployments.

If you are interested in updates to these system requirements, subscribe to the knowledge base article at <https://kb.parallels.com/125130>.

## CHAPTER 3

# Enroll Chrome Devices

Before a user can sign in to a Chromebook, the device must be enrolled into management. This also applies to the admin's Chromebook, which will be used to create a Parallels Desktop Windows image.

For the information about enrolling a Chrome device, please see the following Google article:  
<https://support.google.com/chrome/a/answer/1360534>

## CHAPTER 4

# Redeem and Enable Parallels Desktop Licenses

To perform the steps described in this chapter, you must be an administrator with sufficient privileges in the Google Admin console. For instructions on how to create an admin user, please see the Google articles below:

- <https://support.google.com/a/answer/33310>
- <https://support.google.com/a/answer/172176>

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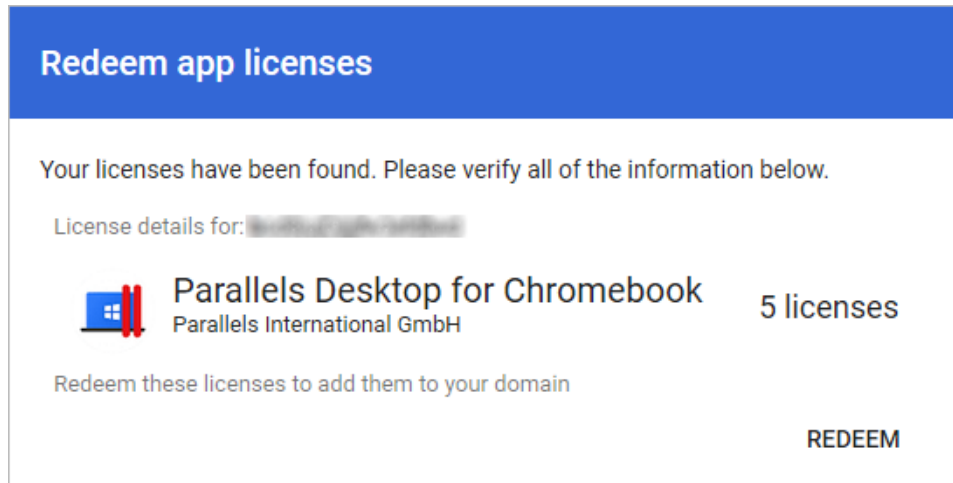
## Redeem Parallels Desktop Licenses

To redeem Parallels Desktop licenses in the Google Admin console, you need to use a link (URL) that you received from your Parallels Desktop reseller. The link looks similar to the following:

`https://admin.google.com/ac/chrome/apps/licenses?redeem=PDCXXX-XXXXXX-XXXXXX-XXXXXX-XXXXXX`



When you open the link in a web browser, it will take you to a page in the Google Admin console where you can redeem the licenses included in your order.



Review the information about your licenses and click **Redeem**. The licenses are added to your domain and you can see them on the **App Licensing** page. For the information about monitoring and managing your app licenses, visit the Google support page at <https://support.google.com/chrome/a/answer/9681911>

### Join your Parallels business account

When you redeem your Parallels Desktop licenses for the first time, a Parallels business account is created for you automatically. At the same time, an email is sent to your email address inviting you to join your new account. Follow the instructions included in the email and join the account. The Parallels business account enables you to do the following:

- Get premium support from Parallels.
- Download the Parallels Desktop documentation.

For more information, please see **Get Support** (p. 21).

## Enable Parallels Desktop Licenses for Users

To enable Parallels Desktop licenses for certain users, you need to turn the licenses on for an organization unit or user group and then add user accounts to that organizational unit or group. For more information about organizational units and groups, please see the following Google articles:

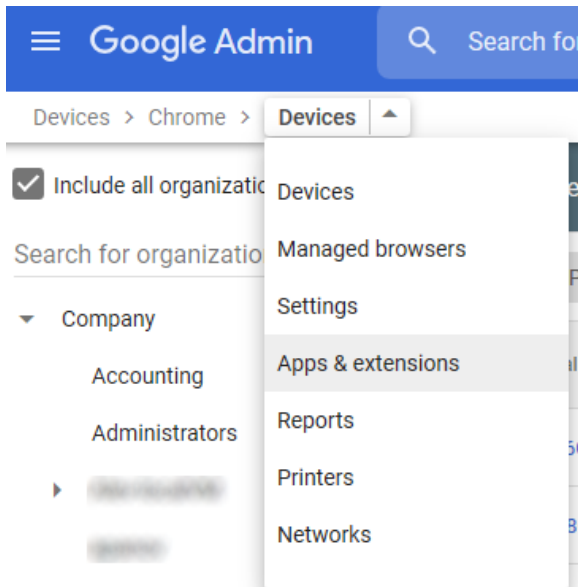
- <https://support.google.com/a/answer/182537>
- <https://support.google.com/a/answer/33329>

To turn on Parallels Desktop licenses for an organizational unit or user group:

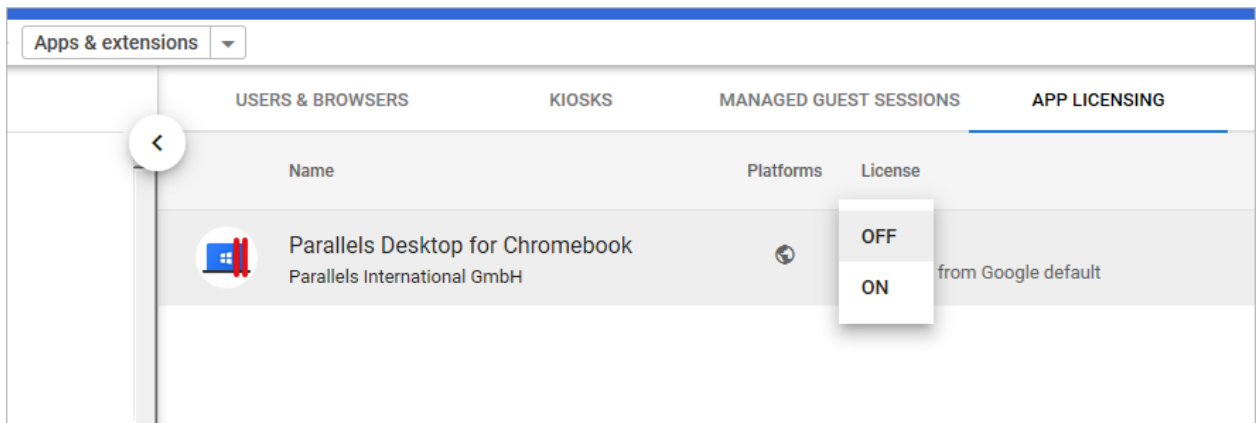
## Redeem and Enable Parallels Desktop Licenses

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- 1 In the Google Admin console, navigate to **Devices > Chrome devices**.
- 2 In the drop-down menu at the top select **Apps & extensions**.



- 3 Select the **App Licensing** tab. You should see the **Parallels Desktop for Chromebook Enterprise** app in the list.
- 4 Select the organizational unit or user group containing your Chromebook users in the left pane.
- 5 In the **License** column (right pane), select **ON** from the drop-down menu.



- 6 Click **Save** when prompted.

## CHAPTER 5

# Prepare a Parallels Desktop Windows Image

Parallels Desktop Windows image is a virtual machine running Windows as a guest operating system. The image must first be created and then uploaded to a corporate server from where it can be downloaded to Chromebooks. The image settings must also be specified in the Google Admin console for Chromebook users to be able to download and use it.

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## Create a Windows Image

### Download the Windows ISO image and create a Parallels Desktop Windows image

First, you need to download a Windows 10 ISO disk image to your Chromebook. Windows 10 is available for download from Microsoft at the following location:

<https://www.microsoft.com/en-us/software-download/windows10>

Download the image to the **Downloads** folder on the Chromebook. Do not create subfolders, the image must reside in the root **Downloads** folder.

To create a Parallels Desktop Windows image, open Chrome browser and press **Ctrl+Alt+T** to open the **crosh** terminal. In the terminal, type the following command:

```
vmc create -p PvmDefault <filename.iso>
```

where

- `PvmDefault` is the default image name. Type it as it appears here.

## Prepare a Parallels Desktop Windows Image

---

- `<filename.iso>` is the name of the Windows ISO disk image file. This must be just the file name with no path. The file must reside in the root **Downloads** folder.

For example:

```
vmc create -p PvmDefault Win10_English_x64.iso
```

The command above will create a Parallels Desktop Windows image named "PvmDefault" and mount the Windows 10 ISO disk image named "Win10\_English\_x64.iso" in it.

Wait until the command completes executing. You should see a text message that the command executed successfully.

### Run Windows Setup

You can now start the Parallels Desktop Windows image, which will launch **Windows Setup**. To do so:

- 1 In the Chrome browser, press **Ctrl+Alt+T** to open the **crosh** terminal.
- 2 In the terminal, type the following command:

```
vmc start PvmDefault
```

- 3 Windows will start in its own window and you'll see the **Windows Setup** screen. Follow the onscreen instructions and install Windows as you normally would.

After Windows is started for the first time, the first thing that you should do is install Parallels Tools. This is a very important step in order to provide the best experience to your users. See below for instruction.

### Install Parallels Tools

Parallels Tools is a collection of drivers and utilities which are installed in Windows to allow seamless operation between Windows and Chrome OS. Parallels Tools help users to operate Windows in the most comfortable and efficient way. For example, users will be able to change Windows screen resolution simply by resizing its window in Chrome OS, access user Windows folders in Chrome OS, copy and paste in both directions, and more. Installing Parallels Tools is highly recommended and is essential for providing the best possible user experience.

The Parallels Tools package is connected to the virtual CD in Windows from where the installer can be executed as follows:

- 1 Click the File Explorer icon on the Windows taskbar > This PC > Locate Parallels Tools CD drive. Then double-click on it to launch the Parallels Tools installer.
- 2 If the installer doesn't start, right-click on Parallels Tools CD, choose **Open**, locate the **Autorun.exe** file and double-click it to launch the installation.

- 3 If Parallels Tools are still not present, you can go to the ellipsis menu (in the upper right of the window), choose **Troubleshooting** and select **Install Parallels Tools** or **Reinstall Parallels Tools**.

When Parallels Tools are installed, restart Windows to complete the installation. You can now install Windows applications required by your organization. Make sure you set up a volume license for Windows and other third party software.

## Configure Shared Profile

Shared Profile is a Parallels Desktop feature that allows you to map user folders in Windows to Chrome OS folders. This way Windows folders like Desktop, Documents, Downloads, Pictures, Videos, Music become accessible from the Chrome OS Files app. Users can use files contained in those folders in Chrome OS applications, backup these files using Chrome OS tools, and use these files when Windows is not running.

**Note:** When an IT administrator creates a Parallels Desktop Windows image by executing the "vmc start" command, they will not see the Shared Profile feature working. In order to test the image with this feature enabled, and to also see how end users will experience Windows on their devices, Windows must be shut down and then started from Chrome OS Launcher.

Folder mapping is done automatically by Parallels Desktop. A folder structure is created in the Chrome OS Files app where each folder (Desktop, Documents, etc.) is mapped to the corresponding folder in Windows.

### Disabling Shared Profile

The Shared Profile feature is enabled by default and is designed to improve user experience. However, if for example Roaming Profile or FSLogix like solutions will be used in Windows, then Shared Profile can be disabled by executing the following command in **crosh** terminal:

```
vmc adjust PvmDefault pvm.shared-profile off
```

## Export the Windows Image

Once you've created and configured a Parallels Desktop Windows image, you need to export it as an archive and then make the archive available for download to Chromebook users.

To export a Windows image, in the Chrome browser press **Ctrl+Alt+T** to open the **crosh** terminal. In the terminal, type the following command:

```
vmc export -d PvmDefault <ArchiveName.zip>
```

where:

## Prepare a Parallels Desktop Windows Image

---

- `PvmDefault` is the default source image name (the name was used to create the image earlier using the `vmc create` command). It must be typed as is.
- `<ArchiveName.zip>` is a name of the target archive file.
- The `-d` option calculates the SHA-256 checksum of the archive and saves it as a text file in the same folder. You will need to specify the checksum later in the Google Admin console.

**Note:** The `-d` option is important. Please make a note of it. The SHA-256 checksum is required when specifying the Windows image in the Google Admin console (described later in this guide).

### Example:

```
vmc export -d PvmDefault Windows.zip
```

When you execute the command above, the following will happen:

- The image is exported to the **Downloads** folder on the Chromebook. The image file is a ZIP archive with the ".pvm" bundle inside (.pvm is the extension that Parallels Desktop uses for its virtual machine bundles).
- The SHA-256 checksum file is also created in the same folder and is named `PvmDefault.zip.sha256.txt`. It is a text file containing the SHA256 hash string.

## Upload the Windows Image

Chromebook users will download the Windows image to their Chromebooks from a storage server via HTTP or HTTPS. Copy the ".zip" image file that you created in the previous step to a server with HTTP or HTTPS download access. CDN is recommended for very large deployments.

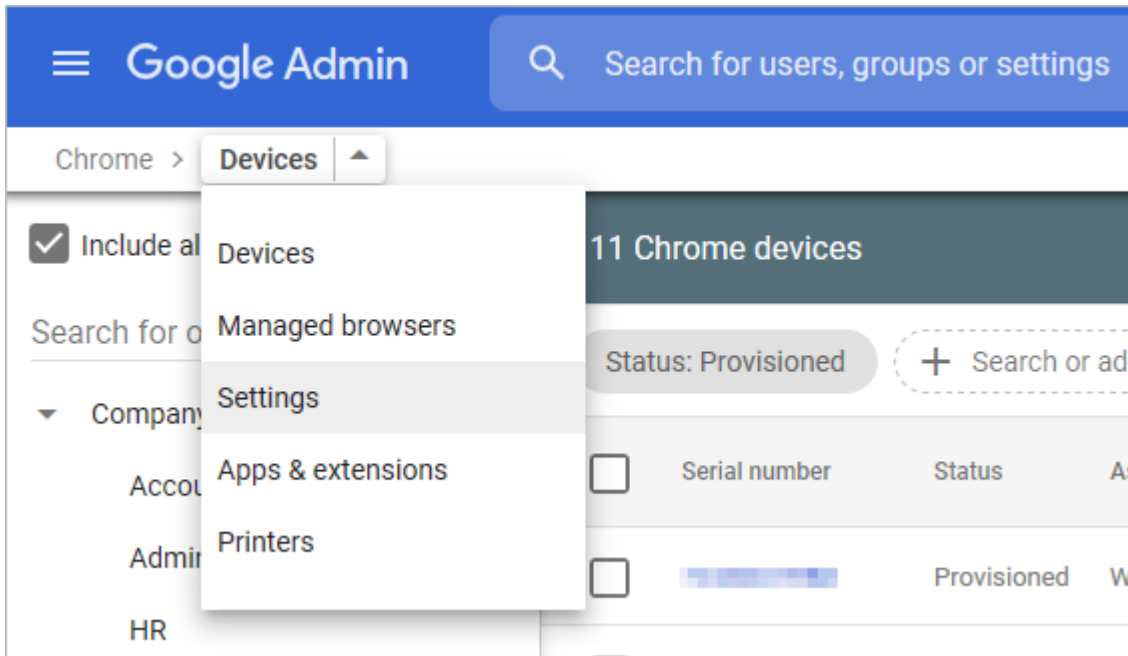
## Configure Parallels Desktop Settings

Parallels Desktop settings in the Google Admin console control whether users are allowed to use Parallels Desktop and specify Parallels Desktop Windows image settings.

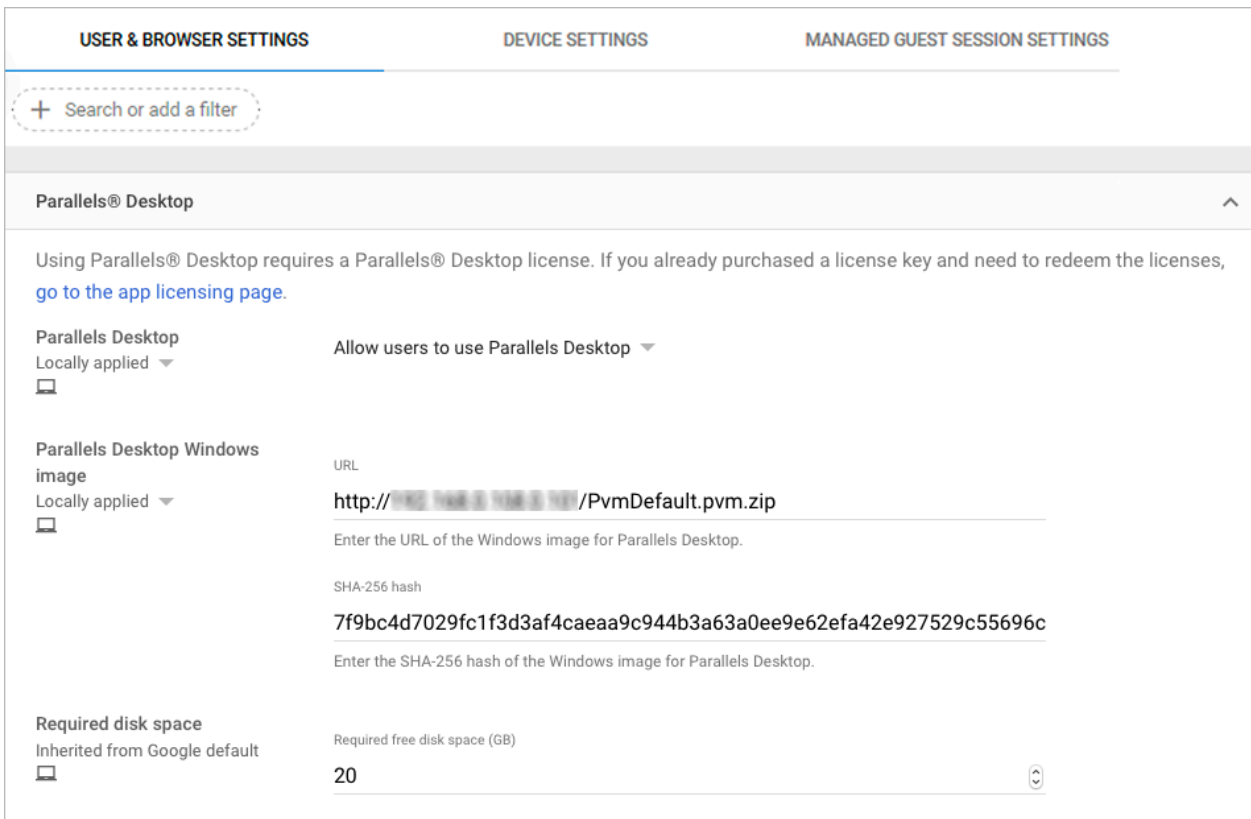
To specify Parallels Desktop image settings:

- 1** Sign in to the Google Admin console.
- 2** On the home page, click **Devices**.
- 3** Click **Chrome devices**.
- 4** In the left pane, select the organizational unit containing your Chromebook users.

- In the navigation bar (at the top left), expand the drop-down menu and choose **Settings**.



- On the **User & Browser Settings** tab, scroll down and locate **Parallels Desktop** settings. To quickly find it, type "Parallels" in "Search or add a filter" at the top.



Specify the settings as described below.

### Parallels Desktop

Select **Allow users to use Parallels Desktop** from the drop-down menu. This enables users to download the Parallels Desktop Windows image and run Windows on their Chromebooks.

### Parallels Desktop Windows image

Specify the image download location and the checksum:

- **URL:** Enter the URL from which the Windows image can be downloaded. For example, `http://storage.enterprise.net/VMs/PvmDefault.pvm.zip`. Please note that the protocol (HTTP or HTTPS) and the Parallels Desktop Windows image file name and path must be included in the URL.
- **SHA-256 hash:** Specify the SHA-256 hash (checksum) of the image file. The `vmc export` command (that we used to export an image) includes an option to generate the SHA256 hash for the exported image. The hash is exported to a file "name.sha256.txt" in the same destination folder. See **Export the Windows Image** (p. 13).

### Required disk space

Specify a free disk space limit (in gigabytes). The minimum recommendation is the size of the original Parallels Desktop Windows image (before it is exported as an archive) plus an additional 20 GB. You can specify more if you wish to make sure that users have enough disk space for Windows and application updates, documents, and other data.

**Tip:** To obtain the size of the original Parallels Desktop Windows image, execute the `vmc list` command in the `crosh` terminal. The command displays the image name and its size in bytes.

### Diagnostic information

This is an optional setting. We recommend to enable it, as it will ensure that your configurations and usage scenarios will be our priority in further improving Parallels Desktop to your requirements.

Click **Save** when prompted to save the settings.

See also **Error Codes** (p. 24)



## Disable Command Line for Users

You can enable or disable the Parallels Desktop command line functionality for users who run Windows on their Chromebooks. If command line is enabled, users will be able to use command line tools to manage Parallels Desktop. If it is disabled, no management from the command line is possible.

To enable or disable command line:

- 1 In the Google Admin console, navigate to **Devices > Chrome devices**.
- 2 In the drop-down menu at the top select **Settings**.
- 3 On the **User & Browser Settings** tab, search for the **Virtual machines (VMs) and developers** section.
- 4 Set the **Command line access** option to **Enable VM command line access** or **Disable VM command line access**.

## CHAPTER 6

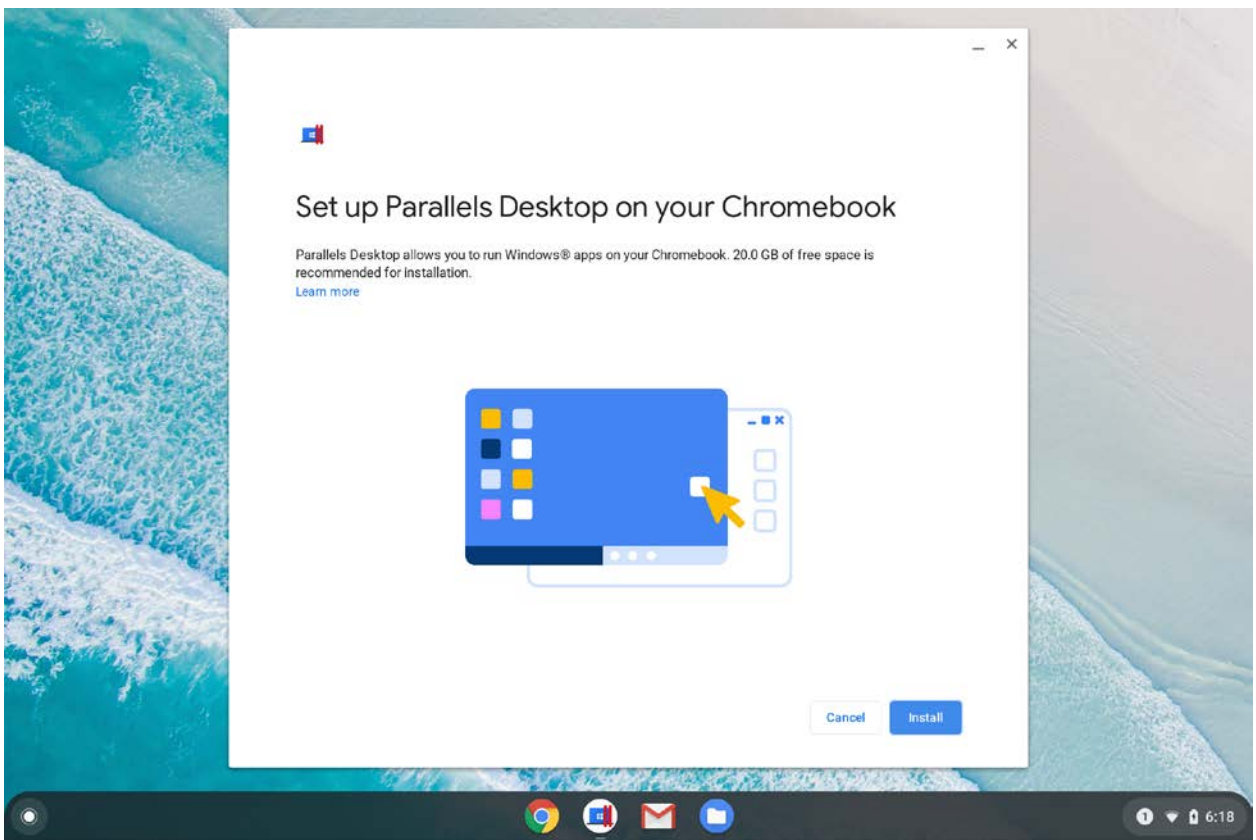
# Set Up Parallels Desktop on a Chromebook

To set up Parallels Desktop on a Chromebook, a user needs to do the following:

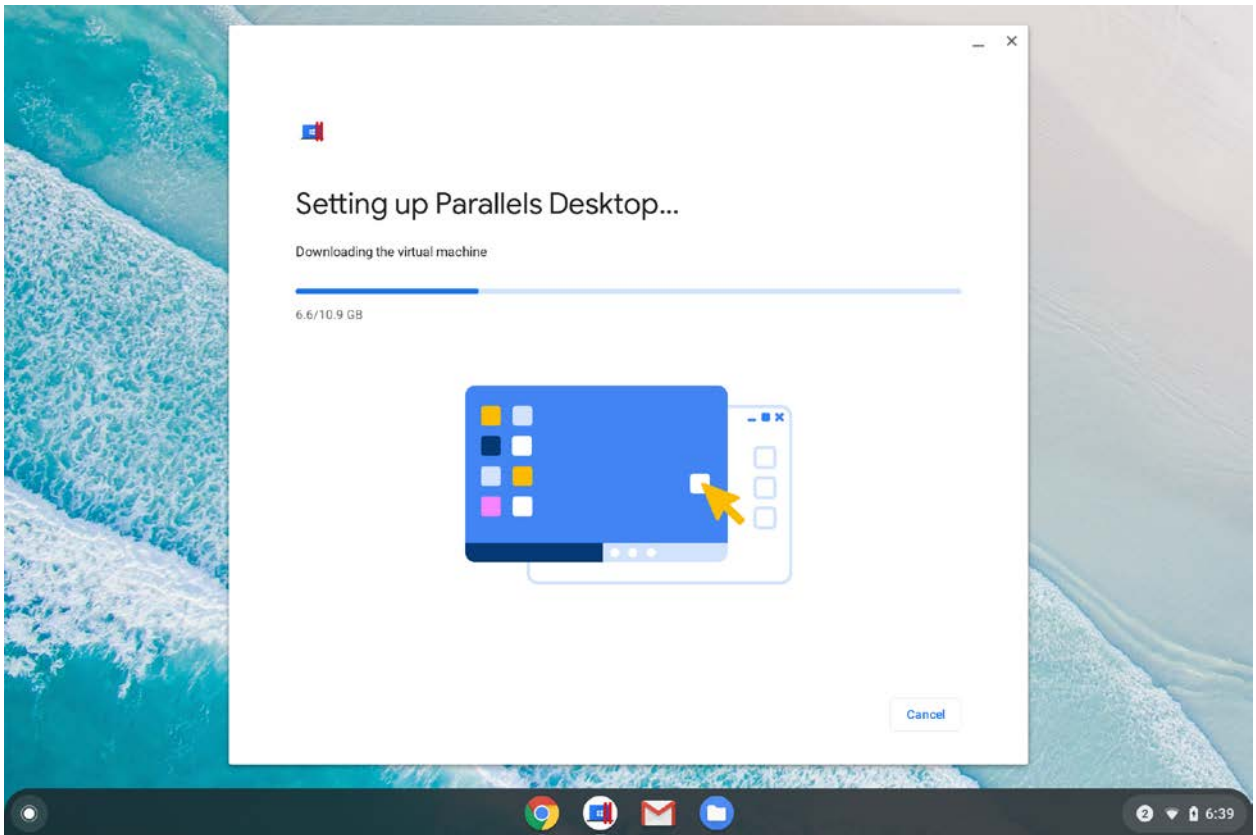
- 1 Sign in to a Chromebook using credentials given to them by the administrator.
- 2 Open Launcher.
- 3 Locate the Parallels Desktop icon in the list of apps. You may need to scroll the list to locate the icon.



- 4 Click the icon. The **Set up Parallels Desktop on your Chromebook dialog** opens. Click **Install**.



- 5 The Parallels Desktop Windows image (virtual machine) is downloaded to the user's Chromebook and the dialog displays the download progress.

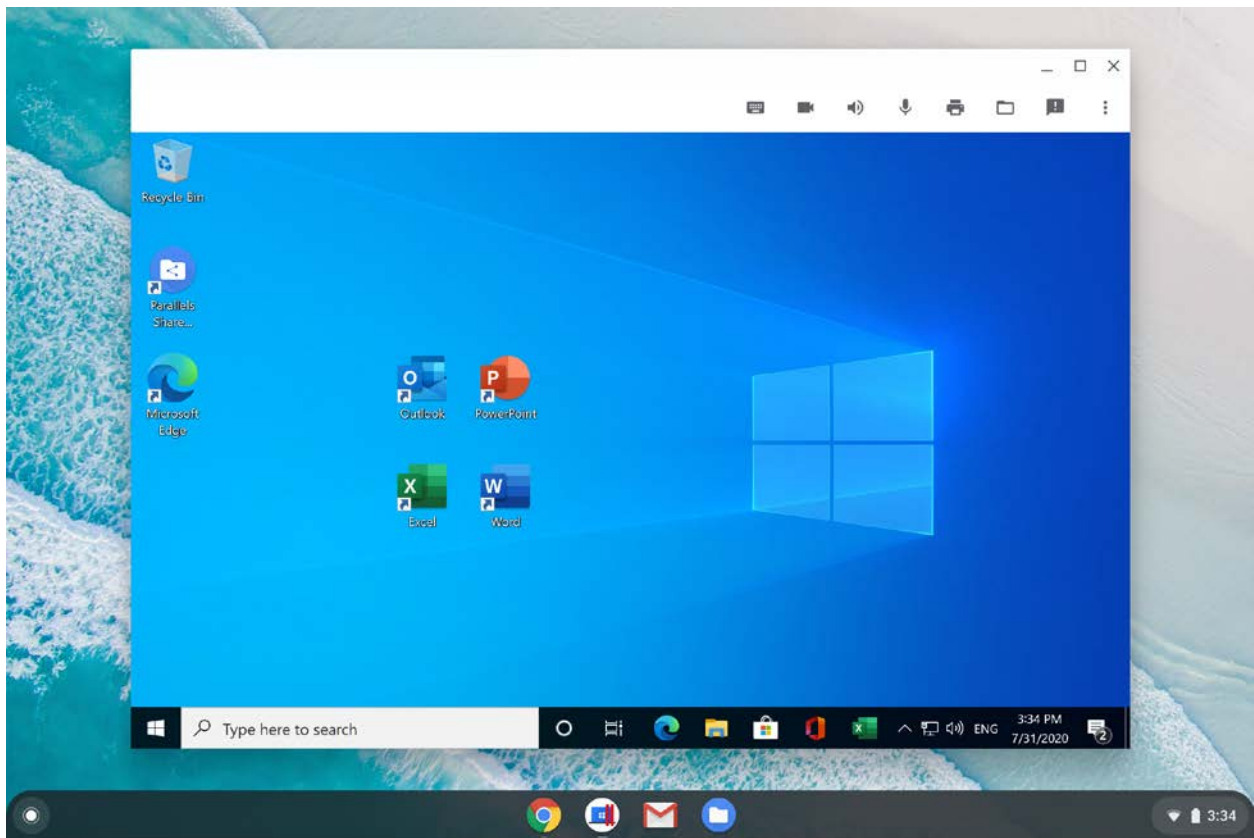


- 6 After the download is complete, the Windows image archive is unpacked and is prepared to run on the Chromebook. When the image is ready, you'll see the **Launch** button. Click it to start Windows.

## Set Up Parallels Desktop on a Chromebook

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Windows starts in its own window and the user can run Windows applications on the Chromebook:



# Support and Troubleshooting

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## Get Support

As an enterprise customer, you get premium support from Parallels. A Parallels business account is required before you can contact the Parallels support. The account is created for you automatically when you redeem your Parallels Desktop licenses for the first time.

When you redeem your licenses (p. 8), an email is sent to your email address inviting you to join your new Parallels account. Read the instructions in the email and then do the following:

- 1 Click the **Join Business Account** button. You will be taken to the Parallels My Account page.
- 2 Choose and type a password to be used to log in to your Parallels business account. Your name and email address are taken from your Google Admin account. When you log in to your Parallels account later, use your email address and the password you specify here.
- 3 Click **Join Account**.
- 4 Follow the onscreen instructions and sign in to your new account.
- 5 Once signed in, click **Dashboard** in the menu at the top. The page opens displaying your registered Parallels product(s).
- 6 Click **Support** inside the **Parallels Desktop for Chromebook Enterprise** product card.
- 7 On the **Support** page, click a category that best suits your inquiry. 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, you can request support as follows:

- 1 On the support category page, 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 (email, phone) and follow the onscreen instructions.

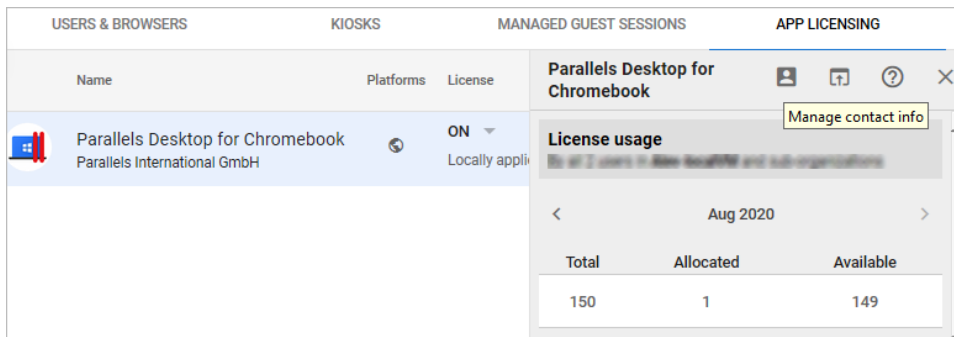
When contacting Parallels Support by email or phone, you'll need a ticket ID, which is displayed on the screen when you select one of the support options. You can place a call immediately or you can click **Book a Call** to book it for another time. You can also see a ticket ID by clicking **Support**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

### Modifying Admin contact info

You can change the managing admin name and/or email address in the Google Admin console if needed. When you do, an invitation email to join Parallels business account is sent to the specified address.

To change the managing admin information:

- 1 In the Google Admin console, navigate to **Devices > Chrome devices**.
- 2 In the drop-down menu at the top, select **Apps & extensions**.
- 3 Select the **App Licensing** tab.
- 4 Click on the **Parallels Desktop for Chromebook** app in the list.
- 5 A pane opens on the right side. Click the "person" icon ("Manage contact info").



- 6 In the dialog that opens, type a new name and/or an email address.
- 7 Click **Save** when done.

## Send Technical Data

If you are having an issue running Windows on a Chromebook, you can send technical data to Parallels right from your device. Please note that sending technical data is not a support request. When you require assistance, you should create a support ticket in Parallels My Account as described in the previous section.

To send technical data to Parallels:

- 1 In the window where Windows is running, click the ellipsis menu in the upper right and choose **Troubleshooting > Send Technical Data**.

- 2 Wait for the data to be generated.
- 3 In the **Technical Data Report** dialog, type a description of the problem that you are experiencing.
- 4 To preview the report, click the **See Details** button. This opens a dialog where you can browse the report categories and see the data included in the report.
- 5 When done, click **Send Report**.

## Checking Chrome Policies

If you performed all configuration steps described in this guide, but the Parallels Desktop icon doesn't appear on a Chromebook or Windows doesn't start, you can examine Chrome policies to identify a possible issue.

To see Chrome policies, open Chrome browser and enter `chrome://policy` in the address field. On the **Policies** page, look for the policies as shown on the screenshot below. If any of the policies are missing or their values are not as shown, something went wrong and you will need to correct it.

Policy name	Policy value	Source	Applies to	Level	Status	
<a href="#">PluginVmAllowed</a>	true	Cloud	Device	Mandatory	OK	<a href="#">Show more</a>
<a href="#">PluginVmImage</a>	{ "hash": "2f8f048f6ae72ad90ba41"	Cloud	Current user	Mandatory	OK	<a href="#">Show more</a>
<a href="#">PluginVmUserId</a>	*****	Cloud	Current user	Mandatory	OK	<a href="#">Show more</a>
<a href="#">UserPluginVmAllowed</a>	true	Cloud	Current user	Mandatory	OK	<a href="#">Show more</a>

The policies on the screenshot above are:

- **PluginVmAllowed:** This is an internal policy that should always be "true" if the Chrome device supports running Parallels Desktop. If the device meets the requirements, but the policy is set to "false", the issue should be reported to Google for investigation.
- **PluginVmImage:** If this policy is missing or doesn't contain the value similar to what is shown on the screenshot, it means the Parallels Desktop Windows image settings are not configured in the Google Admin console. For details see **Configure Parallels Desktop Settings** (p. 14).
- **PluginVmUserId:** If this policy is missing then the license is not enabled for the organizational unit or user group to which this user belongs.
- **UserPluginVmAllowed:** If this policy is missing or is set to "false", verify that users are allowed to use Parallels Desktop. For details see **Configure Parallels Desktop Settings** (p. 14).

Please also note that if you don't see the last three policies (described above), it could also mean that the Chromebook user is not a member of the organizational unit or user group for which Parallels Desktop licenses were enabled. See **Enable Parallels Desktop Licenses for Users** (p. 9).

When you correct an issue in the Google Admin console, refresh the **Policies** page on a Chromebook to see if the issue was resolved.

## Error Codes

When you specify Parallels Desktop Windows image settings (p. 14), make sure that all information is entered correctly. If one or more settings are not specified correctly, an error will be shown to a user when they try to download and run the Parallels Desktop Windows image on their Chromebooks. The errors are described below.

### **Couldn't set up Parallels Desktop because of a configuration problem. Please contact your administrator. Error code: 4**

The error is shown when the Windows image URL string has an error in it (e.g. a typo). For example, the semicolon is missing after "http", such as `http://example.com/file.zip`.

### **Couldn't set up Parallels Desktop because of a configuration problem. Please contact your administrator. Error code: 10**

This error means that the SHA-256 hash didn't match the hash of the downloaded image file. There are three possible reasons for this: incorrect hash specified by the admin, data corruption during transfer, wrong Windows image file.

### **Couldn't install the virtual machine because of a network error. Please try again, or contact your administrator. Error code: 8**

This error is shown when a network problem prevents the image to be downloaded to a Chromebook. One other possibility is when the Windows image URL contains a port number, but the specified port is wrong, e.g. 8080 instead of 80.

## Communication Ports

Parallels Desktop for Chromebook Enterprise needs to communicate with hosts listed below using the specified ports. Please make sure that your Chromebooks can communicate with these hosts.

### Licensing

- **Host:** `desktop-chromebook.parallels.com`
- **Port:** 443

### Technical data reports

- **Host:** `reportus.parallels.com`



- **Port:** 443

### **Sending feedback**

- **Host:** support.parallels.com
- **Port:** 443

### **Help, documentation, support portal and articles**

- **Host:** www.parallels.com
- **Port:** 443

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