Parallels

Parallels Mac Management for Microsoft SCCM

Licensing Guide

v8.6

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Introduction

This guide describes how to manage Parallels Mac Management for Microsoft SCCM subscriptions and licenses. It begins with the information about how to purchase and upgrade licenses. It then describes how to sign up for a Parallels account and register a subscription. After that, it describes how to manage your account, subscriptions and licenses using Parallels My Account.

Parallels Mac Management Licensing

In This Chapter

Licensing Model

To enroll and manage Mac computers and Apple mobile devices in SCCM, you need to purchase two separate subscriptions, one for Mac computers and one for Apple mobile devices. Each subscription type must be registered and activated separately, as described later in this guide.

Parallels Mac Management for Microsoft SCCM is licensed on a per managed device basis. The number of individual licenses in your subscription denotes the number of devices (Mac computers or Apple mobile devices) that you can manage in SCCM.

You license Parallels Mac Management with a prepaid subscription, which works as follows:

- A subscription is purchased for a predefined period of time.

- A subscription can include any number of individual licenses (the maximum number of devices that you can manage).

- Support is included in the cost of the subscription.

You receive a single license key per subscription. Depending on the subscription type (Mac computer or Apple mobile device management), the license key can be used to activate the corresponding functionality in a single Parallels Mac Management installation. If you need to activate a particular functionality in more than one Parallels Mac Management installation, you need a separate license keys for each functionality in each installation.

Purchasing a Subscription

To purchase a Parallels Mac Management subscription, please contact the Parallels Sales team or a Parallels Partner/Reseller.

Obtaining a Trial License

If you would like to evaluate Parallels Mac Management, you need to obtain a trial license from the Parallels Sales team or a Parallels Partner/Reseller.

Sign Up and Register a Subscription

After your purchase a subscription to manage Mac computers or Apple mobile devices (or both), you need to register a license key that came with each subscription in Parallels My Account before you can use it. The registration also gives you the ability to manage your subscriptions and licenses in one place.

In This Chapter

Create a Parallels Account and Register a Subscription

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

Personal vs. Business Account

There are two types of accounts that can be created in Parallels My Account:

- **Personal account**. This account type is used to manage subscriptions to Parallels consumer products. The account is also required to register and manage Parallels business products.

- **Business account**. This account type is used to manage business products, such as Parallels Mac Management. A business account is created for your organization when you register a business subscription in Parallels My Account.

What you should read next

If you already have a personal account (but not a business account), you may skip to **Create a Business Account** (p. 12).

If you already have both personal and business accounts, you may skip to **Register a Subscription** (p. 13).

If you are a new customer and don't have a Parallels account, read on to learn how to create one.

Create a Parallels Account

To create a new Parallels account:

1 Visit Parallels My Account at <u>https://my.parallels.com</u>

2 On the **Sign In** page, select **I am a new user**.
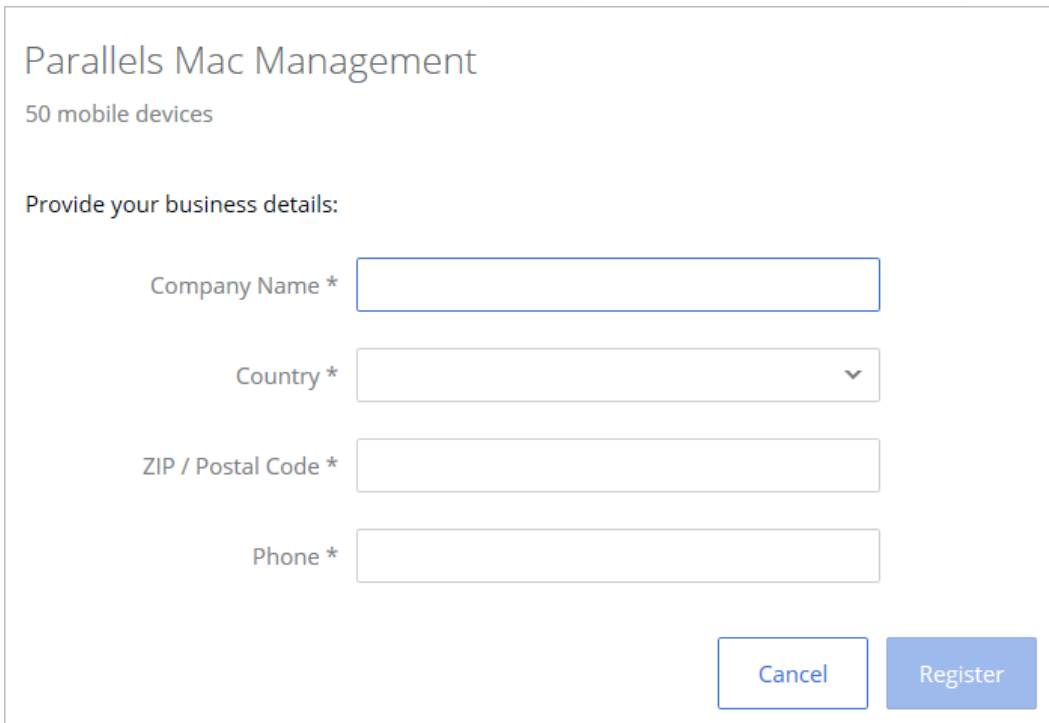
3 Enter your email address, your first and last names, and a password. This will create a personal Parallels account for you.

4 Click **Sign Up** and follow the onscreen instructions.

5 When you see the **Welcome** page, click **Register a License Key**.

6 In the dialog that opens, input your Parallels Mac Management license key that you received with your subscription and click **Register**.

7   You will now be asked to create a business account for your organization. In the **Provide your business details** dialog, enter you company name, address, and phone number.

Parallels Mac Management

50 mobile devices

Provide your business details:

Company Name *

Country *

ZIP / Postal Code *

Phone *

Cancel   Register

8   Click **Register**.

9 You will now be taken to **Dashboard**, which is the home page of your Parallels account where you can see your registered subscription(s).
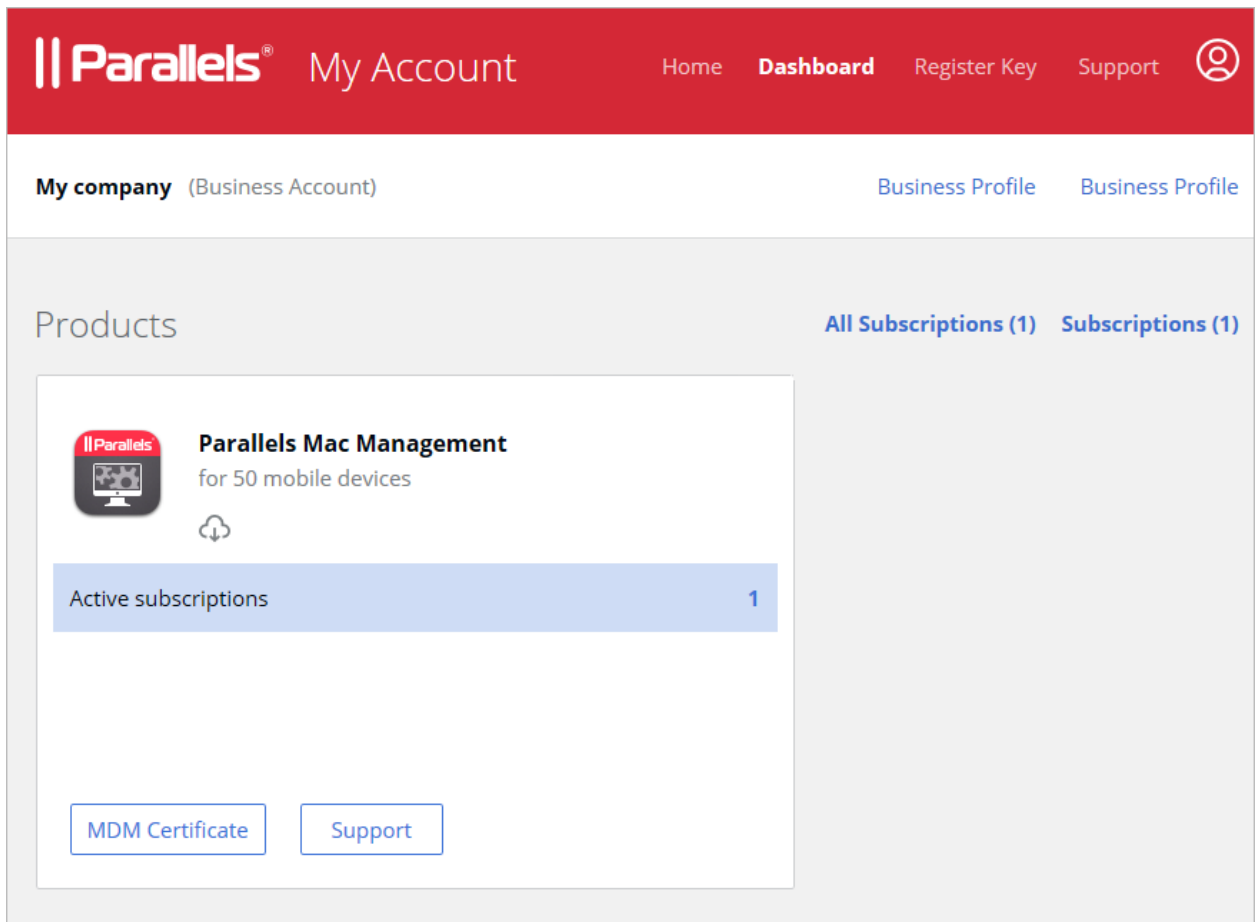
> **Hint:** To return to the **Dashboard** page from any other area of Parallels My Account, simply click the **Dashboard** link on the page header at any time.

Summary
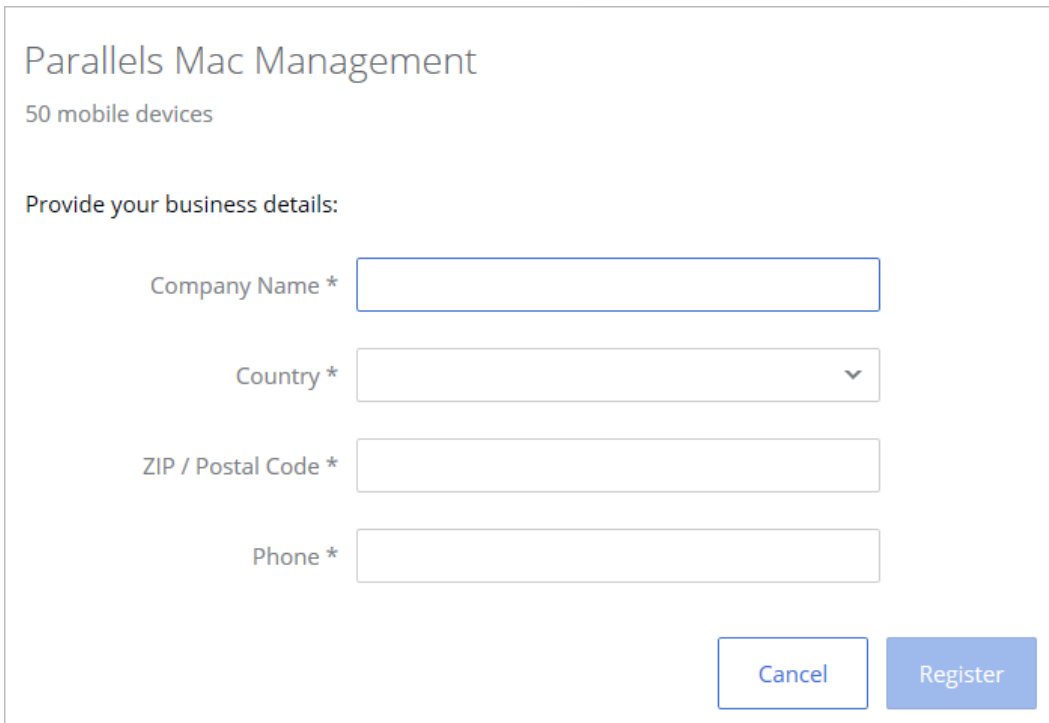
After completing the steps above:

- A personal Parallels account is created for you.

- A business Parallels account is created for your organization to which you are assigned as the account administrator.

- Your license key is registered and can be used to activate the corresponding functionality (Mac computer or Apple mobile device management) in a Parallels Mac Management installation.

Create a Business Account

If you already have a Parallels personal account (but not a business account) and need to register a business subscription that you have purchased, do the following:

1 Visit Parallels My Account at `https://my.parallels.com` and sign in using your email address and password.

2 Click **Register Key** on the page header.

3 Input your Parallels Mac Management license key and click **Register**.

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

5 Click **Register**.

6 You will now be taken to **Dashboard** where you can see your registered subscription(s).

Summary

After completing the steps above:

- A Parallels business account is created for your organization to which you are assigned as the account administrator.

- Your license key is registered and can be used to activate a corresponding functionality (Mac computer or Apple mobile device management) in a Parallels Mac Management installation.

Register a Subscription

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, input your license key and click **Register**.

Activate Parallels Mac Management

After you register your license keys (Desktop and Mobile, if you own both) in Parallels My Account, you can proceed with activating the functionality that each subscription provides in a Parallels Mac Management installation. Please note that if you own both Mac computer management and Apple mobile device management subscriptions, you need to active each one separately.

First, you need to choose whether you want to use the online or offline activation method. The method you choose depends on the following:

- If the server on which you have Parallels ConfigMgr Proxy installed has limited or no Internet access, you must use the offline activation method.

- If the server has Internet access, you can use the online activation method.

The subsequent sections describe each activation method in detail.

In This Chapter

Online Activation

> **Note:** During the online activation, Parallels ConfigMgr Proxy needs to communicate with the Parallels License Server at https://pmm.parallels.com. You need to make sure that the Parallels ConfigMgr Proxy server can access this resource. If this requirement cannot be met, you will have to use the offline activation method as described in the section that follows this one.

To use the online activation method, follow these steps:

1 Open the Configuration Manager console.

2 Navigate to **Administration** / **Overview** / **Parallels Mac Management** / **Licenses**.

3 In the **Licenses** list (the right pane), you will see two items, one for Mac computers and one for Apple mobile devices for each primary SCCM site. To distinguish between the two, look at the **License Type** column, which should say either **Desktop** (Mac computers) or **Mobile** (Apple mobile device). If you own both types of subscriptions (Desktop and Mobile), you need to select each one individually and repeat the following steps for each one.

4 Right-click an item that corresponds to the license type that you want to activate and choose **Activate License**.

5 In the **Activate License** dialog, input your license key and select the **Activate online** option.

6 Click **Next**.

7 Parallels Mac Management connects to the Parallels License Server and verifies the license key. If the key is valid, the license information is displayed on the screen. If the license key is invalid, or if the key belongs to a different subscription type (e.g. Mobile instead of Desktop, or vice versa), you will see an error message and will need to correct it.

8 Review the license information and click **Activate**.

9 On successful activation, the display value of the **License status** column in the **Licenses** list in the SCCM console changes to **Activated**.

The Desktop or Mobile device management (depending on the subscription type) is now activated and the activation information is added to Parallels My Account. If you own a subscription of the other type, repeat the steps above to activate it too.

Offline Activation

If the server on which you have Parallels Configuration Manager Proxy installed has limited or no Internet access, you must use the offline activation method described below.

Important: Before using offline activation, you must contact your Parallels sales representative or a sales engineer and request to enable this functionality in Parallels My Account. By default, this functionality is disabled.

To use the offline activation method:

1 Open the Configuration Manager console.

2 Navigate to **Administration** / **Overview** / **Parallels Mac Management** / **Licenses**.

3 In the **Licenses** list (the right pane), you will see two items, one for Mac computers and one for Apple mobile devices for each primary SCCM site. To distinguish between the two, look at the **License Type** column, which should say either **Desktop** (Mac computers) or **Mobile** (Apple mobile device). If you own both types of subscriptions (Desktop and Mobile), you need to select each one individually and repeat the following steps for each one.

4 Right-click an item that corresponds to the license type that you want to activate and choose **Activate License**.

5 The **Activate License** dialog opens.

6   Input your license key and select the **Activate offline** option.

7   Click **Next**.

8   Click the **Download** button to save to offline activation request file. Specify a location and file name and click **Save**. Do not close the **Activate License** dialog.

You now need to obtain the license activation file from Parallels My Account. To do so:

1   Visit https://my.parallels.com and sign in using your email address and password.

2   On the **Dashboard** page, click on the "Active subscriptions" row inside the **Parallels Mac Management** card.

3   On the **Parallels Mac Management** page that opens, click the **More** drop-down menu (in the upper right) and choose **Offline Activation and Validation**.

4   On the **Uploading Offline Validation File** page, submit the offline activation request file you saved earlier (drag and drop the file or click **Select File** and browse for it).

5   Follow the instructions and download the license activation file to your computer.

6   Go back to the Configuration Manager console where you should have the **Activate License** dialog still open. In the dialog, click **Browse** and select the license activation file you've downloaded from Parallels My Account.

7   Click **Next**. Your license information will be displayed on the screen. Review the information and click **Activate**.

On successful activation, the display value of the **License status** column in the **Licenses** list in the SCCM console changes to **Activated**.

The Desktop or Mobile device management (depending on the subscription type) is now activated and the activation information is added to Parallels My Account. If you own a subscription of the other type, repeat the steps above to activate it too.

View and Update License Information

After you activate Mac computer or Apple mobile device management, you can view the license information in the Configuration Manager console.

To view the license information:

1   In the Configuration Manager console, navigate to **Administration** / **Overview** / **Parallels Mac Management** / **Licenses**.

2   Right-click a license (Desktop or Mobile, depending on the subscription type) in the **Licenses** list and choose **Properties**.

3   The **License Information** dialog opens where you can view the following information:

- **License key**: The license key that was used.

- **License type**: Desktop (Mac computers) or Mobile (Apple mobile devices).

- **Issue date**: The license key issue date.

- **End date**: The license key end date.

- **Max number of managed devices**: The maximum number of Mac computers or Apple mobile devices (depending on the subscription type) that can be managed in this Parallels Mac Management installation.

- **Devices under management:** The current number of managed Mac computers or Apple mobile devices.

- **Remaining**: The number of individual licenses (devices that can be managed) remaining.

The license usage information is reported back to the Parallels License Server automatically once a week. The information can then be viewed in Parallels My Account. This allows you to see the license usage info for all your Parallels Mac Management installations (if you have more than one) in one place.

> **Note:** If you used the offline activation method, you need to synchronize the local license information with Parallels My Account using the offline refresh method as described below.

Refresh the license information

The **Refresh** button on the **License Information** dialog allows you to retrieve the current license information from the Parallels License Server to reflect possible changes to your subscription. Normally, this update is done automatically every 24 hours if the server on which the Parallels ConfigMgr Proxy is running has Internet access. By clicking the **Refresh** button, you can retrieve this information at any time. This functionality is useful, for example, when you upgrade your subscription to have more licenses and want the licenses to become available in your Parallels Mac Management installation without waiting for the automatic refresh to happen.

If the server on which Parallels ConfigMgr Proxy is running has Internet access, simply click the **Refresh** button to update the license information. If the server has limited or no Internet access, read the following subsection.

Using the offline refresh method

If the server hosting Parallels ConfigMgr Proxy has limited or no Internet access, you must use the offline refresh method by following these steps:

1 Click **Refresh**.

2 If you used the offline activation method, you will first be asked to save the offline request file.

3 After you save the file, you'll be asked to specify the file containing the latest subscription information. You must obtain this file from Parallels My Account. Do not close this dialog (you will return to it later) and proceed to then next step.

4 Visit https://my.parallels.com and sign in using your email address and password.

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5 On the **Dashboard** page, click on the "Active subscriptions" row inside the **Parallels Mac Management** card.

6 On the **Parallels Mac Management** page, click the **More** drop-down menu (in the upper right) and choose **Offline Activation and Validation**.

7 Submit the offline request file you saved earlier (drag and drop the file or click **Select File**).

8 Follow the instructions and download the subscription information file to your computer.

9 Go back to the Configuration Manager console and submit this file. Your local subscription information will be updated with the latest information from the file you've obtained from Parallels My Account.

Exceeding the License Limit

Each Parallels Configuration Manager Proxy installed in an SCCM hierarchy constantly monitors the total number of managed Mac computers and Apple mobile devices. If at any time the number of devices exceeds the license limit, the following happens:

1 The information about the event is recorded to the Parallels ConfigMgr Proxy log file.

2 If an attempt is made to enroll a new device, an error message may (or may not) be shown on the device during the enrollment procedure.

3 All managed devices will continue to be enrolled in SCCM and will retrieve their baselines normally.

4 The Problem Monitor icon will indicate an error (will change its color to yellow) and will display a corresponding error message. The notification message (a balloon) will pop up in the Problem Monitor once an hour.

5 Similar notification messages will be shown in the Configuration Manager console when you try to perform some of the administrative task, including:

- Creating/editing Configuration Profiles.
- Creating/editing Parallels Desktop and Virtual Machine configuration items.
- Creating/editing FileVault2 configuration items.
- Pushing policies.

What you can do when the license limit is exceeded

If the license limit is exceeded, you can do the following:

- To stop receiving alerts in the Configuration Manager console or the Problem Monitor, remove the excess Mac computers or Apple mobile devices from SCCM.
- If the Parallels Mac Management installation was activated using a sublicense, you can add more licenses to it in Parallels My Account. To do this, you must have unused licenses in the subscription.

- If you used the master license key to activate Parallels Mac Management (not a sublicense), then it means that you don't have any licenses left and need to upgrade your subscription (i.e. buy more licenses).

Deactivating a License Key

To use a license key from an active Parallels Mac Management installation to activate a different installation, it must be deactivated first. Depending on whether you used the online or offline activation method, the deactivation should be performed using the same method.

To deactivate a license key:

1 In the Configuration Manager console, navigate to **Administration** / **Overview** / **Parallels Mac Management** / **Licenses**.

2 Right-click a license in the **Licenses** list (Desktop or Mobile, depending on which license you are deactivating) and choose **Properties**.

3 The **License Information** dialog opens.

4 Click **Deactivate**. Depending on the original activation method, one of the following will happen:

- Online activation: Parallels Mac Management connects to Parallels cloud and deactivates your Parallels Mac Management installation. You license key is released and you can use it to activate a different installation. If this is your case, you may stop reading here and skip the rest of this section.

- Offline activation: Parallels Mac Management is deactivated but the license key is not fully released. In order to complete the deactivation, you need to update the license key information in Parallels My Account. Follow the steps below to learn how to do it.

5 When using the offline deactivation method, you'll be asked to save the offline deactivation request file. Specify a location and file name and click **Save**.

6 You now need to submit the file to Parallels My Account. To do so, visit https://my.parallels.com and sign in using your email address and password.

7 On the **Dashboard** page, click on the "Active subscriptions" row inside the **Parallels Mac Management** card.

8 On the **Parallels Mac Management** page that opens, click the **More** drop-down menu (in the upper right) and choose **Offline Activation and Validation**.

9 Submit the offline deactivation request file you saved earlier (drag and drop the file or click **Select File**).

The license key is now deactivated and can be used to activate the corresponding functionality (Desktop or Mobile) in a different Parallels Mac Management installation. To completely deactivate a Parallels Mac Management installation, including Mac computer and Apple mobile device management, you need to deactivate license keys for both.

C H A P T E R   5

Manage Subscriptions and Licenses

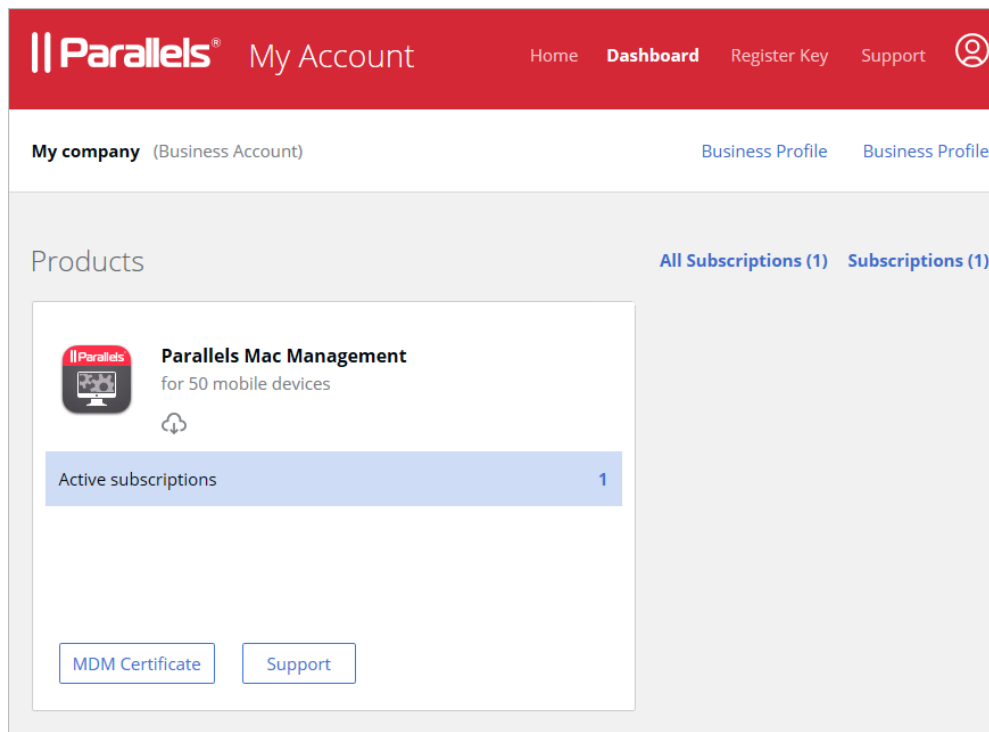This chapter describes how to use Parallels My Account to manage your accounts, subscriptions and licenses.

In This Chapter

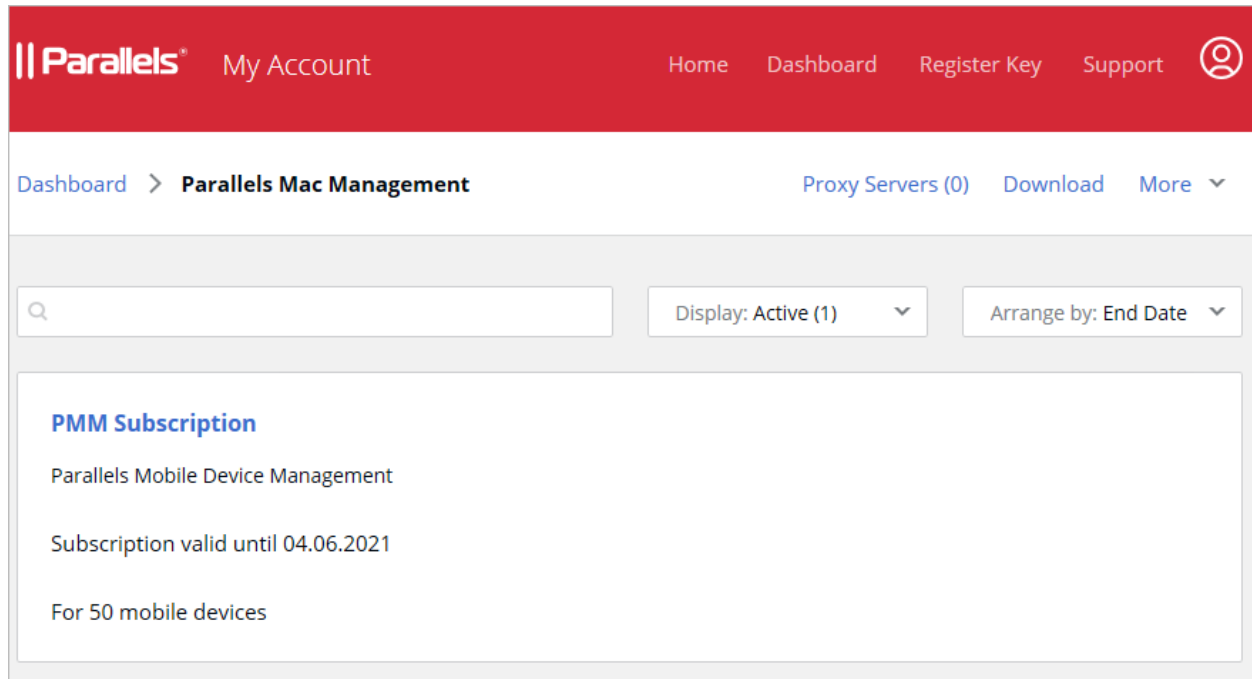# View Subscriptions and Subscription Details

To view your Parallels Mac Management subscription(s) in Parallels My Account:

1   Click **Dashboard**.

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

Active subscriptions

To see active subscriptions, click the **Active subscriptions** row inside the **Parallels Mac Management** card. This opens the page with active subscription(s).

Subscription details

To see subscription details, click the subscription display name. The **Subscription Details** page contains general subscription information, such as status, dates, number of licenses, etc. The action links allow you to see your order history and contract details. To modify the display name of the subscription, click the 🖉 link (at the top of the page).

The **License Keys** section displays information about the primary license key that came with your subscription and one or more virtual license keys (also known as sublicenses), if available. You create sublicenses yourself by clicking the **Create License Key** link above the list. For more information, see **Create Sublicenses** (p. 21). You can sort the list by one of the license properties by clicking on the desired column heading.

Create Sublicenses

A sublicense is a virtual license key that is linked to the primary license key but has its own total number of individual licenses and its own expiration date.

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 have multiple SCCM sites and you want to activate them using different license keys with different number of total licenses allocated to each key.

Creating a sublicense

To create a sublicense:

1 On the **Subscription Details** page (p. 20), click **Create License Key**. This opens the dialog where you can specify the new license key properties.

You can specify the following properties:

- To change the display name for this license key, click the "pencil" icon and enter the desired name.

- In the **Quota of Licenses** field, specify the desired number of individual licenses (managed computers) that the sublicense should contain.

- Select the **Renew with Subscription** option if you want the sublicense key to have the same expiration date as the primary key. The key will also renew automatically when you renew your primary key. To set a custom expiration date, clear the option and enter the date in the **Expiration Date** field.

**2** Click **Save** to create a sublicense.

Modifying a Sublicense

To modify an existing sublicense key, make sure you are on the **Subscription Details** page (p. 20) and click the "gear" icon at the end of the sublicense key row. This will open the dialog where you can modify the sublicense key properties. You can also delete the sublicense from this dialog (click **Delete)**. Please note that if you have an active Parallels Mac Management installation using this sublicense key, it will be deactivated.
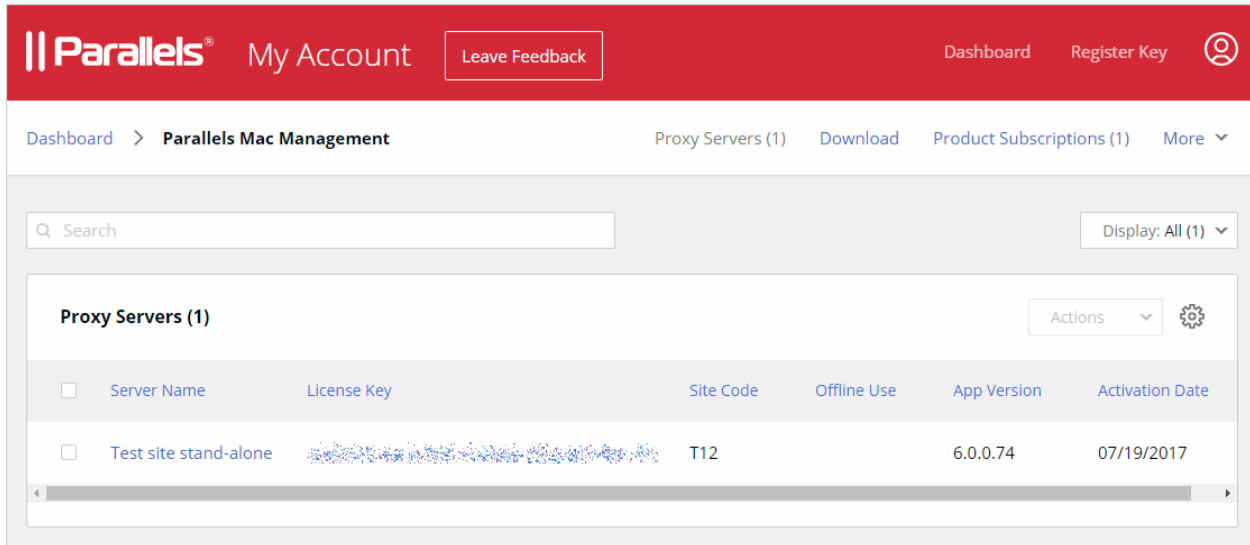
View Proxy Servers

When you activate a Parallels Mac Management installation, you are essentially activating the Parallels Configuration Manager Proxy running inside that installation. The **Proxy Servers** page in Parallels My Account allows you to manage your active Proxy servers, as well as view expired and deactivated servers.

To open the **Proxy Servers** page, click **Dashboard** and then click the **Registered proxy servers** row inside the **Parallels Mac Management** product card.
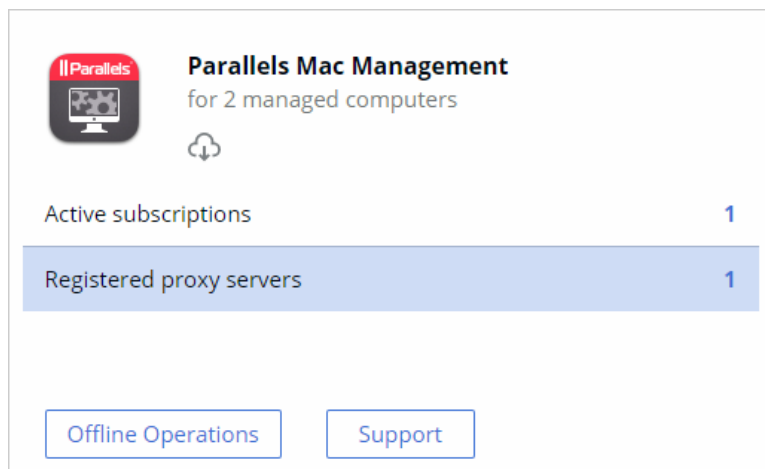
The **Proxy Servers** page opens displaying the information for each server (if you have more than one):

You can customize which columns are displayed by clicking the "gear" icon and selecting from the following:

- **Server Name**. The Proxy server hostname.
- **License Key**. The license key that was used to activate this Parallels Proxy.
- **Site Code**. The corresponding SCCM site code.
- **Site Description**. The SCCM site description.
- **Offline Use**. Indicates whether the offline activation of Parallels Mac Management is allowed.
- **App Version**. Parallels Mac Management version.
- **Activation Date**. The date on which the Parallels Proxy on this server was activated.
- **Last Report Date**. The date on which the latest license usage report was received from this server.
- **Max. Managed Computers**. The total number of licenses allocated to the license key that was used to activate this installation.
- **Registered Computers**. The number of licenses currently used (the number of computers currently managed in this installation).
- **Notes**. Free form notes. To add notes, click a server name (the **Server Name** column) and type your notes in the box provided (see below for more details about that dialog).

The drop-down menu above the list gives you the following display options:

- **All**. Display all known servers.
- **Expiring soon**. Display only the servers on which the license will soon expire.

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- **Expired**. Display only the servers on which the license has expired already.

- **Deactivated**. Display deactivated servers.

To enable the **Actions** drop-down menu, select one (or more) Proxy servers by clicking the checkbox in the first column. The menu allows you to deactivate the selected Proxy server(s) and to export the selected server's information to a CSV file.

View Proxy server details

To see details for a Proxy server, click the server name (the **Proxy Name** column).

The Proxy server details dialog consists of two areas (tab pages): **General** and **Usage**:

- The **General** tab page contains information similar to the Proxy Servers page (described above) and allows you to deactivate the Proxy server and add free form notes that will be attached to this server.

- The **Usage** tab page displays Proxy server usage statistics, including report dates and the peak usage (number of licenses used) on each date. An example of a peak usage value can be the number of Mac computers that were enrolled in SCCM.

MDM Certificate

The **MDM Certificate** button inside the **Parallels Mac Management** product card is used to sign a CSR certificate to enable the Apple Device Enrollment Program functionality in Parallels Mac Management. When you click the button, the page opens where you can upload a Certificate Signing Request (CSR) file and then download the APNs certificate to your local computer. Note that this page can also be accessed by clicking **Active Subscriptions** inside the **Parallels Mac Management** product card and then clicking **More** > **MDM Certificate Signing**.

The MDM Certificate signing and the Apple Device Enrollment Program are described in detail in the **Parallels Mac Management for Microsoft SCCM Administrator's Guide**. See the **Configuring Parallels MDM Server** and **Enrolling Mac Computers via Apple DEP** sections.

CHAPTER 6

Manage Accounts

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

In This Chapter

Switching Between Accounts

To switch between your personal and business accounts, open the **Dashboard** and choose an account from the drop-down menu (account selector) in the upper left hand corner.

When you select an account, the **Dashboard** is automatically populated with Parallels product(s) registered with the account.

When you select a business account, the **Business Profile** item is added to the navigation area of the page.

Clicking the **Business Profile** item opens the page where you can view and manage your organization's business account.

Clicking on the icon in the page header, opens a menu where you can view and select the following items:

- Your name and email address you used to sign up with Parallels My Account.

- **Personal Profile**. Opens a page where you can view and modify your personal account information.

- **Security Settings**. Opens a page where you can view your account security settings.

- **Logout**. Logs you out of Parallels My Account.

Viewing and Modifying Business Profile

To view and modify your business profile, 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.

Edit Company Information

Company Name *	Any Company, Inc
Street	123 Main Street
City	New York
Country *	United States
State *	New York
ZIP *	10006
Phone *	1(800)123-4567

Cancel   Save

You can modify any information on this 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 (see below for more info).
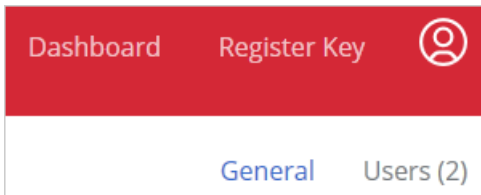
Inviting Users to Join a Business Account

As the administrator of a business account, you can invite other users to join it, so they can help you manage your subscriptions and licenses.
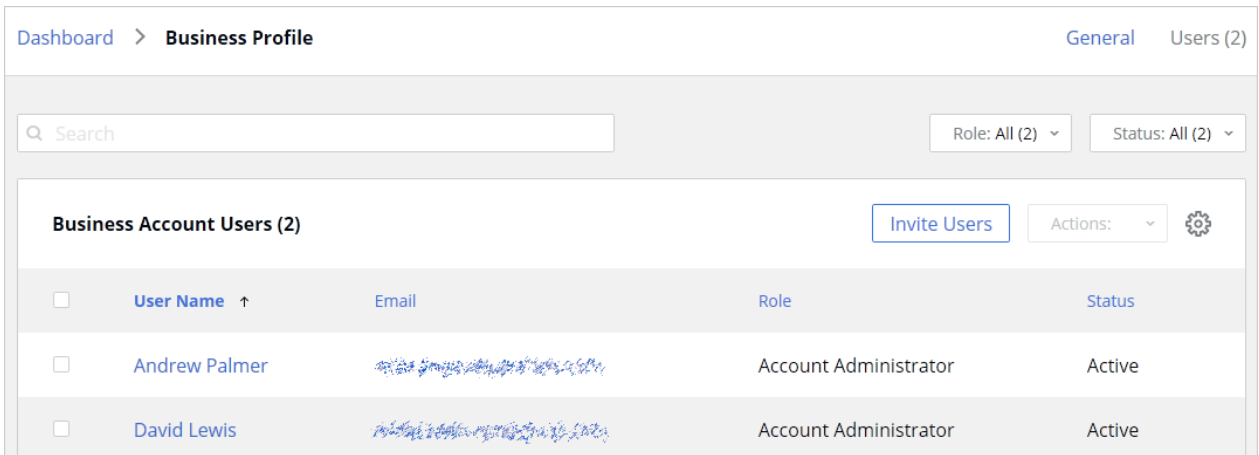
To invite a user to join the business account:

1   On the **Dashboard**, click **Business Profile** in the upper right.

**2** Click **Users** (also in the upper right).

3 The **Business Account Users** list is displayed:

4 Click **Invite Users**. In the dialog that opens, 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.

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 page in a web browser:
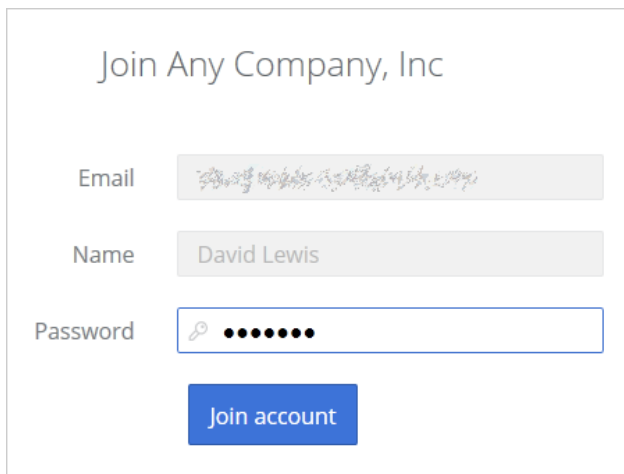
If the user already has a Parallels personal account, he/she needs to enter their password. If the user doesn't have an account, they must choose and type a password to create an account.

After the user clicks **Join account**, the Parallels My Account page opens and the user is logged on.
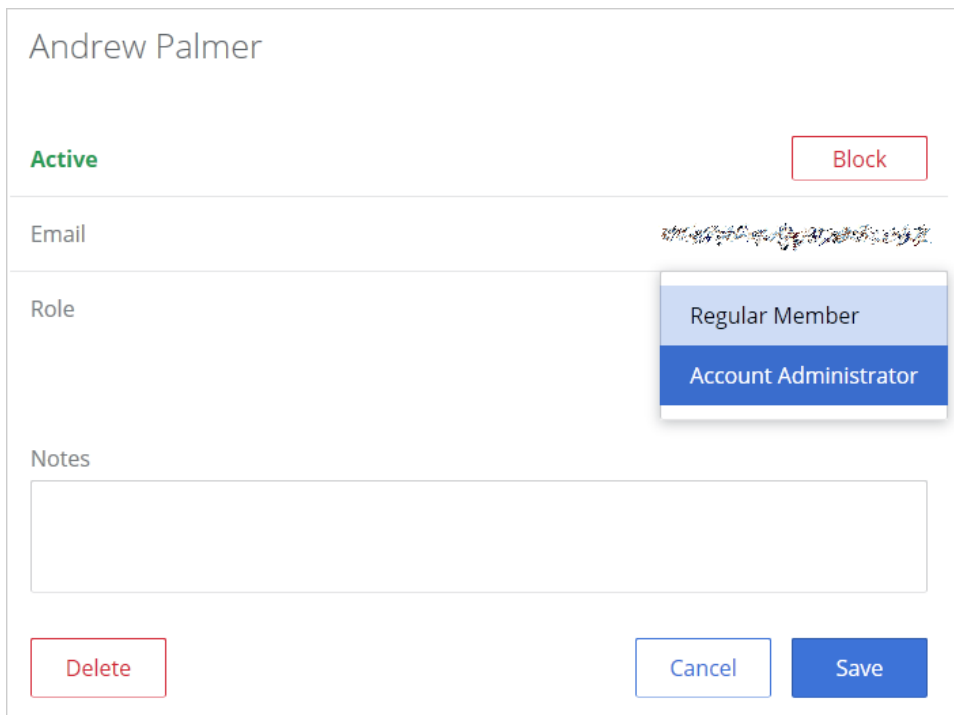
Types of business account membership

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 any of the subscriptions or licenses and must be promoted to the account administrator.

- **Account Administrator**. An account administrator has full privileges to administer all of the available subscriptions and licenses.

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

1   Open the **Business Account Users** list (see above) and click the user name you want to promote.

2   The dialog displaying the user membership information opens.

3   Click the **Role** drop-down menu and select **Account Administrator**.

4   Use the **Notes** box to enter a note if desired and click **Save** to save the information.

The 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. You can use this functionality to temporarily block users when you need to perform maintenance of the account or some other global task.

- When you remove a user, he/she is 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 a user from the business account:

1 Make sure your business account is selected on the **Dashboard** and click **Business Profile** in the upper right.

2 Click **Users** in the upper right.

3 Click on a user name.

4 In the dialog that opens, click **Block** or **Delete**.

5 Click **Save**.

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**.

Support Services

As a Parallels business customer, you get 24/7 business-class technical support with your Parallels Mac Management subscription. If you have an issue with deploying or using Parallels Mac Management, 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.

In This Chapter

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 Mac Management** 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, Skype, 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** for more info (p. 34).

When using email you can add additional watchers (other administrators of you 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. 34).

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 **Parallels Mac Management** 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 **Parallels Mac Management** 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**.

Downloads and Documentation

To see the available Parallels Desktop Business Edition downloads, including installation files and documentation:

1   On the **Dashboard**, click the **Active Subscription** row inside the **Parallels Mac Management** product card.

2   Click **Download** at the top of the page.

This will open the **Download** page from where you can download additional Parallels Desktop software and documentation. The version selector at the top (a drop-down menu) allows you to select a Parallels Desktop version for which you would like to see the available downloads.

Note that you can also open the **Download** page by clicking **Support** on the page header (the red area), then clicking the **Parallels Mac Management** card, and then clicking **Downloads & Documentation**.