



Parallels Remote Application Server

Service Provider License Agreement Guide

v16.5

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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.

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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 RAS Console is the primary graphical user interface used to configure and manage Parallels RAS features.

Parallels My Account is a web service that gives you access to tools for managing your Parallels subscriptions. A Parallels account is required to activate a Parallels RAS farm using your SPLA license key.

Understanding Parallels RAS SPLA

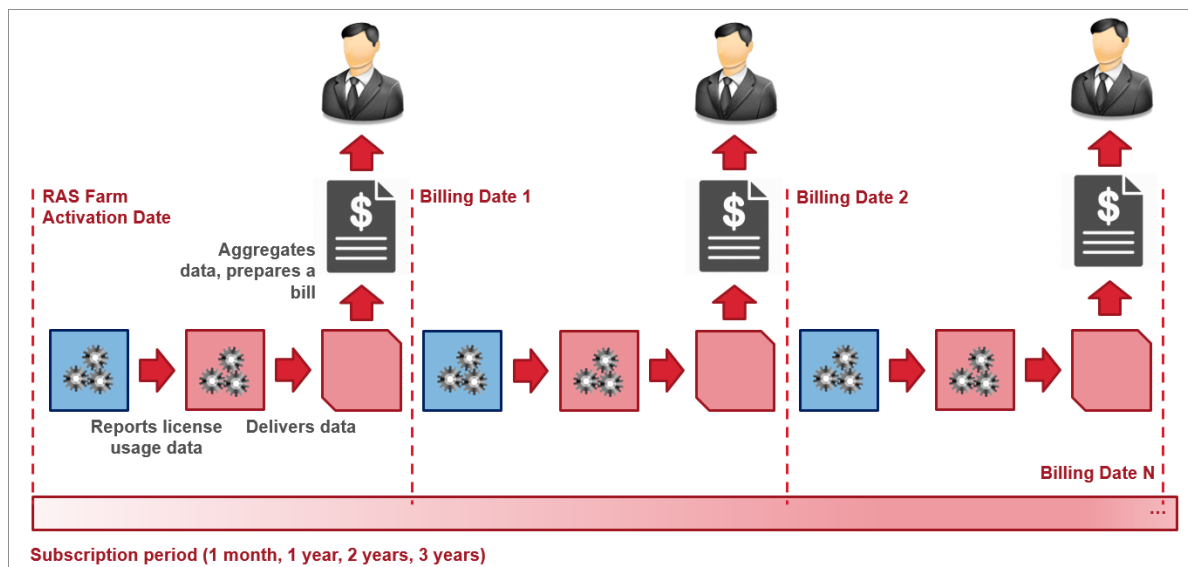
What are the benefits of Parallels RAS SPLA?

- 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 need a Parallels 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 RAS using your SPLA license key and how to use your Parallels account to manage SPLA subscription(s).

CHAPTER 2

Using Your Parallels SPLA Subscriptions

This chapter explains how to activate a Parallels RAS farm using your SPLA license key and how to manage your subscription(s) using your Parallels account.

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Activating a Parallels RAS Farm

To activate a Parallels RAS farm, you need your Parallels account email/password and your SPLA license key. Please note that the license key must be registered in the account.

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

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

- 1 Launch Parallels RAS Console and, if necessary, enter your Parallels RAS administrator credentials.
- 2 Enter your Parallels account email and password.
- 3 Enter your license key and click **Activate**.

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

Managing Your SPLA Subscriptions

Parallels My Account allows you to manage your SPLA subscriptions. Using your Parallels account you can perform the following tasks:

- View your Parallels SPLA subscription(s).
- View subscription details, including the license key(s), status, effective dates, next billing date.
- View the list of Parallels RAS farms associated with a subscription with the 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.
- Set a concurrent users limit on a license key that you give to your clients by creating additional license keys.
- View and download your SPLA contract agreement.

View SPLA Subscriptions

To view your SPLA subscription(s):

- 1 Visit Parallels My Account at <https://my.parallels.com> and log in using your email address and password.
- 2 On the **Dashboard** page, which is your account home page, locate the **Parallels Remote Application Server** product card. If you don't see the **Dashboard** page, click **Dashboard** on the page header.

The screenshot shows the Parallels My Account Dashboard. At the top, there is a red header bar with the Parallels logo, the text "My Account", and links for "Dashboard", "Register Key", and a user profile icon. Below the header, the user is identified as "My Company, Inc. (Business Account) (2)" with a dropdown arrow, and a link to "Business Profile" is visible. The main content area is titled "Products" and features a card for "Parallels Remote Application Server" with the description "SPLA contract plus 10 concurrent users". Below this card, a table lists subscription details:

Active subscriptions	2
SPLA farms	1
Prepaid farms	1

At the bottom of the card, there are three buttons: "Buy More Licenses", "Convert Old License", and "Support". To the right of the "Products" section, there is a link for "All Subscriptions (2)".

- 3 To view the list of subscriptions that you own, click the **Active subscriptions** row. The subscription list page opens. Note that on the screenshot below there are two Parallels RAS subscriptions. One is the prepaid subscription and the other is SPLA. You will see one or the other, or both types, depending on what you own.

The screenshot shows the Parallels My Account page. The top navigation bar is red with the Parallels logo, 'My Account', 'Dashboard', 'Register Key', and a user profile icon. Below the navigation bar, the breadcrumb trail is 'Dashboard > Remote Application Server'. To the right of the breadcrumb are links for 'SPLA farms (1)', 'Prepaid Farms (1)', and a 'More' dropdown. The main content area has a search bar, a 'Display: Active (2)' dropdown, and an 'Arrange by: End Date' dropdown. Below these are two subscription cards. The first card is titled 'Parallels Remote Application Server Subscription 1' and lists 'Parallels Remote Application Server', 'Subscription valid until 01/11/2020', and 'For 10 concurrent users'. The second card is titled 'My SPLA subscription' and lists 'Parallels Remote Application Server', 'Subscription valid until 06/11/2021', and 'SPLA'.

Parallels® My Account Dashboard Register Key

Dashboard > Remote Application Server SPLA farms (1) Prepaid Farms (1) More

Search Display: Active (2) Arrange by: End Date

Parallels Remote Application Server Subscription 1
Parallels Remote Application Server
Subscription valid until 01/11/2020
For 10 concurrent users

My SPLA subscription
Parallels Remote Application Server
Subscription valid until 06/11/2021
SPLA


- 4 Review the information and then click your SPLA subscription name to view the subscription details page.

The screenshot shows the Parallels My Account interface. At the top, there's a red header with the Parallels logo and 'My Account' text. Navigation links include 'Dashboard', 'Register Key', and a user icon. Below the header, a breadcrumb trail shows 'Dashboard > Remote Application Server'. On the right, there are links for 'SPLA farms (1)', 'Prepaid Farms (1)', 'Download', and a 'More' dropdown. The main content area is titled 'My SPLA subscription' with an edit icon. It is divided into two columns. The left column, 'Status', shows 'Active' in green, 'Type' as 'SPLA', 'Activation Date' as '06/11/2018', 'Expiration Date' as '06/11/2021', 'Next Billing Date' as '08/02/2018', and an 'Order History' link. The right column, 'Products', shows 'Parallels Remote Application Server' with a quantity of 'Unlimited' and a 'Contract Details' link. Below these is a 'License Keys (2)' section with a 'Create License Key' link. It contains a table with two rows: 'My SPLA subscription' (Primary, Unlimited, Expires 06/11/2021) and 'License Key 1' (Reserved, 5, Expires 06/11/2021). Each row has a settings gear icon.

Name	Type ↑	Quota	Expires On	
My SPLA subscription [Key]	Primary	Unlimited	06/11/2021	⚙️
License Key 1 [Key]	Reserved	5	06/11/2021	⚙️

The **Subscription Details** page contains general subscription information, such as status, type (e.g. SPLA), activation and expiration dates. The **Next billing date** field displays the date on which the current billing period ends and an invoice is prepared and emailed to the service provider.

The action links allow you to see your order history and contract details.

To modify the subscription name, click the  link (at the top of the page) and then type a new name. This name is for display only. It does not affect anything.

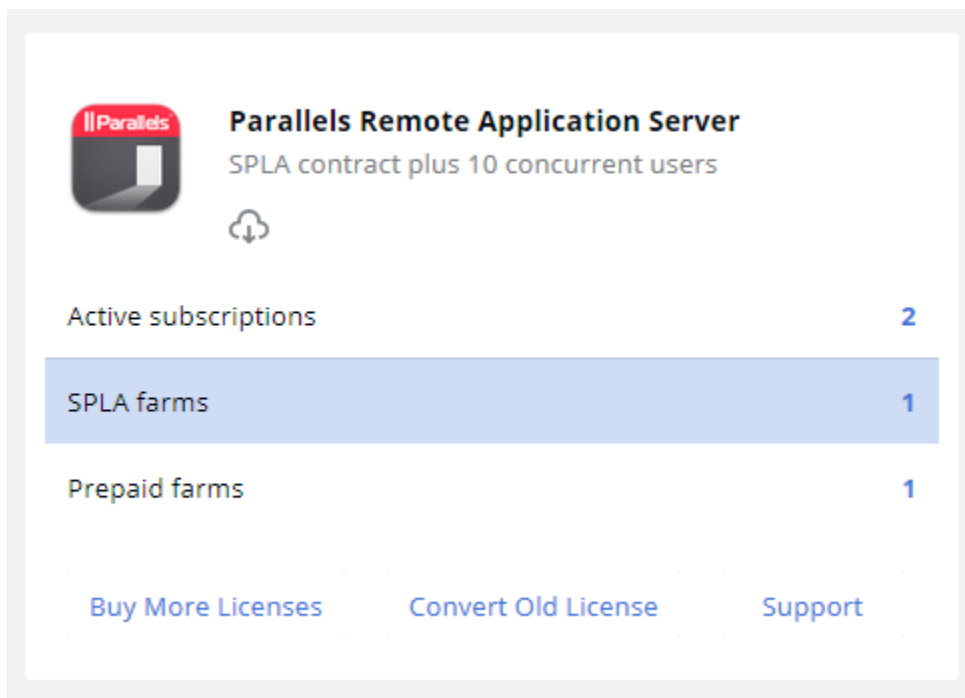
The **License Keys** section displays information about the Primary key that came with your subscription and one or more additional license keys (also known as sublicenses), if available. You create additional keys yourself by clicking the **Create License Key** link above the list. For more information, see **Creating Additional License Keys** (p. 14).

You can sort the list by one of the license key properties by clicking on the desired column heading. Other important items on this page are described later in this guide.

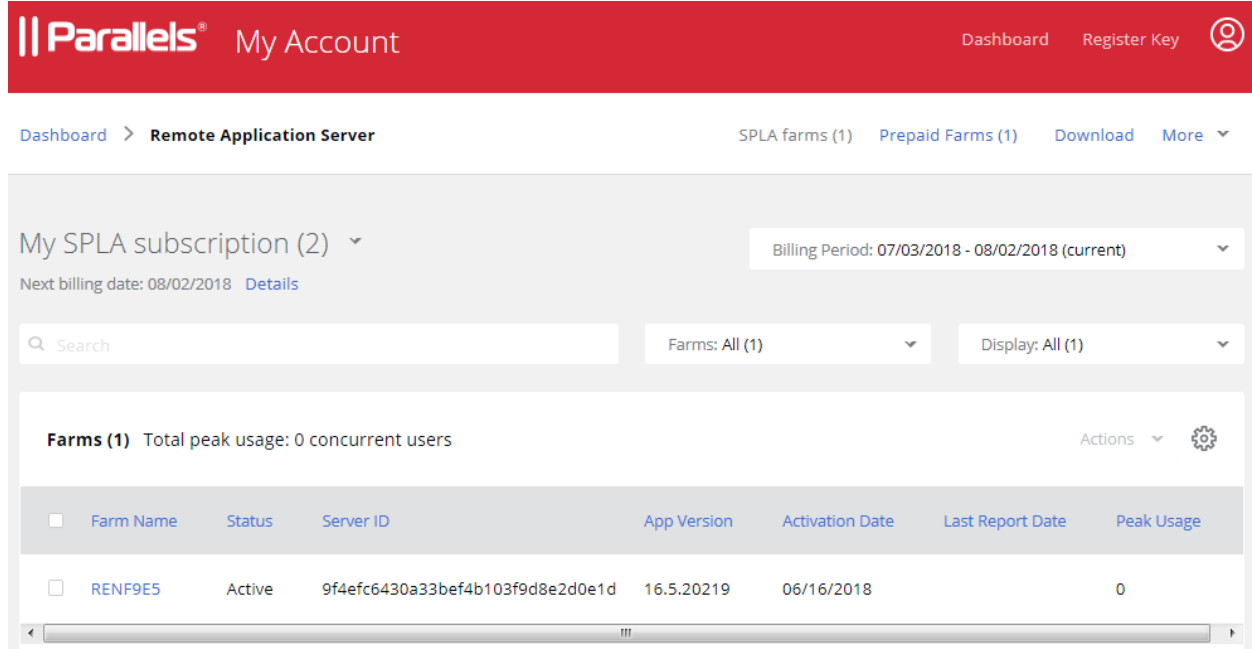
Manage SPLA Farms

To manage Parallels RAS farms that were activated using your Parallels SPLA license key:

- 1 Make sure you are signed in to Parallels My Account.
- 2 On the **Dashboard** page, locate the **Parallels Remote Application Server** product card and click the **SPLA farms** row.



- 3 The page opens displaying information about Parallels RAS farms associated with the selected SPLA subscription. The list may include active and deactivated farms, if any. The page is described in details below.



The screenshot shows the Parallels My Account interface. At the top, there's a red header with the Parallels logo and 'My Account' text. Navigation links include 'Dashboard', 'Register Key', and a user profile icon. Below the header, a breadcrumb trail shows 'Dashboard > Remote Application Server'. On the right, there are links for 'SPLA farms (1)', 'Prepaid Farms (1)', 'Download', and a 'More' dropdown. The main content area is titled 'My SPLA subscription (2)' with a dropdown arrow. Below this, it shows 'Next billing date: 08/02/2018' and a 'Details' link. A 'Billing Period' dropdown shows '07/03/2018 - 08/02/2018 (current)'. There's a search bar and two dropdowns for 'Farms: All (1)' and 'Display: All (1)'. The 'Farms (1)' section shows 'Total peak usage: 0 concurrent users' and an 'Actions' dropdown with a settings icon. Below is a table with columns: Farm Name, Status, Server ID, App Version, Activation Date, Last Report Date, and Peak Usage. One farm is listed: RENF9E5, Active, 9f4efc6430a33bef4b103f9d8e2d0e1d, 16.5.20219, 06/16/2018, and 0.

Farm Name	Status	Server ID	App Version	Activation Date	Last Report Date	Peak Usage
RENF9E5	Active	9f4efc6430a33bef4b103f9d8e2d0e1d	16.5.20219	06/16/2018		0

The name of the SPLA subscription in the upper left is a drop-down menu. You can click it and choose a license key for which the farm information should be displayed. The menu will always contain the subscription itself (i.e. the Primary key) but may also contain one or more additional license keys if you have created any. When you select one or more keys, the **Farms** list is populated with Parallels RAS farms associated with the selected key(s).

The **Next billing date** field displays the date on which the current billing period ends and an invoice is prepared and emailed to the service provider. You can click the **Details** link to see the subscription details page, which was described in the previous section of this guide.

The **Billing Period** drop-down menu in the upper-right allows you to select a billing period for which to display the information. The **Farms** table is populated with the information for the selected billing period.

To see the information for active farms only, click the **Farms** drop-down menu (above the list) and select **Active**.

The **Display** drop-down menu allows you see farms where the license key will expire soon or has already expired, so you can easily identify these farms and take appropriate actions.

The **Farms** list contains the following information:

- **Farm name:** Farm name. You can change it by clicking the name and then clicking on the "pencil" icon and typing a new name.
- **Status:** Farm status (e.g. Active, Deactivated).

- **Server ID:** The server ID on which the farm is installed.
- **App Version:** Parallels RAS version number.
- **Activation Date:** The farm activation date.
- **Last Report Date:** The date on which the farm last contacted Parallels cloud.
- **Peak Usage:** The peak number of concurrent connections for the selected billing period.
- **Activation Key:** The license key that was used to activate the farm.
- **Notes:** Notes that you can enter yourself if needed. To add notes, click the farm name (the **Farm Name** column) and then use the **Notes** field in the dialog that opens.

If you don't see some of the columns described above, it means they are hidden. Click the "gear" icon (on the right side above the list) and then select the columns to be displayed.

To enable the **Actions** drop-down menu, select one or more farms in the list (check the box in the first column). The menu gives you options to **Deactivate** the select farm(s) and to **Save the List to a CSV file**. Note that you can also deactivate a farm by clicking its name in the **Farm Name** column and then clicking the **Deactivate** button in the dialog that opens.

Viewing License Usage

To view license usage for an SPLA farm:

- 1 Make sure you are signed in to Parallels My Account.
- 2 On the **Dashboard** page, locate the **Parallels Remote Application Server** product card and click the **SPLA farms** row.
- 3 In the **Farms** list, find the farm of interest and click its name in the **Farm Name** column.
- 4 In the dialog that opens, the **General** tab page displays the farm information. This is the same information that is displayed in the **Farms** list from where you opened this dialog.
- 5 Click the **Usage** tab (at the top). The usage statistics tab page opens.

The **Usage** tab page contains the following information:

- **Billing Period:** Allows you to choose a billing period for which to display the information.
- **Status in this Period:** The farm status during the selected billing period (e.g. Active, Deactivated).
- **Peak Usage:** The peak number of concurrent connections for the entire billing period. The daily usage statistics are also available and are described below.

The table in the lower portion of the dialog displays the daily usage numbers for the selected billing period. The **Last Report** column contains the date of the report. The **Peak Usage** column contains the peak usage number for that date. You can sort the list by either column in ascending or descending order.

Creating Additional License Keys

When you sign up a client under an SPLA agreement, you have the ability to set a limit on how many concurrent users will be able to connect to the client's farm. This is achieved by creating additional license keys, also known as sublicenses.

Note: This functionality will work with Parallels RAS v16.5 and newer. Older versions of Parallels RAS do not support it.

When you create a license key, you can set the maximum allowed number of concurrent users and a custom expiration date for it. This way a client will not be able to go over the specified limit and use more licenses that you agree to provide them with.

To create a license key:

- 1 Log in to Parallels My Account.
- 2 On the **Dashboard** page, locate the **Parallels Remote Application Server** product card and click on **Active subscriptions** row.
- 3 Click the name of your SPLA subscription to open the subscription details page.
- 4 In the **License Keys** section, click the **Create License Key** button.
- 5 The **License Key** dialog opens where you can create a license key as described below.

The **License Key** dialog consists of three tab pages: **General**, **License Administrators**, and **Notifications** (hidden by default but shown when you specify the individual license limit, see below).

License Key 2

General License Administrators Notifications

☒ Max Number of Users Per Farm 1
Requires Parallels RAS v16.5 or higher

Type * Reserved

Renew with Subscription ☒

Expiration Date 06/11/2021

Cancel Save

General

On the **General** tab page, select the **Max Number of Users Per Farm** option and then specify the number of individual licenses (concurrent users) you want to assign to the new key.

To set the expiration date for the license key, do one of the following:

- To renew the key with your SPLA subscription, select the **Renew with Subscription** option. The license key expiration date will be the same as your SPLA subscription. When the subscription renews, the key will be renewed with it.
- To set a custom expiration date, clear the **Renew with Subscription** option and then set the date in the field provided. The key that you are creating will expire on the specified date.

Notifications

The **Notification** tab appears when you select the **Max Number of Users Per Farm** option on the **General** tab page. On this tab page you can specify how you want to be notified when the individual license usage is approaching a certain threshold.

To receive notification emails, select the **Send email when usage threshold is reached** option and then specify the following values:

- A percentage of the available licenses used. The event will trigger and a notification will be sent to you when this number is reached.
- Whether you would like to receive notifications daily or weekly.
- The language in which a notification email will be composed and sent.

Notifications allow you to monitor the license usage for a license key, so you can make a decision whether there's a possible need to increase the number of individual licenses for a particular license key.

License Administrators

The **License Administrators** tab page allows you to assign one or more administrators to the license key. This is useful if you have more than one administrator in your organization and would like to give them rights to manage a particular license key.

Please note that before you can assign an administrator to a license key, you have to invite them to join your organization's business account. For the instructions on how to do it, please read the **Inviting Users to Join a Business Account** (p. 16) section.

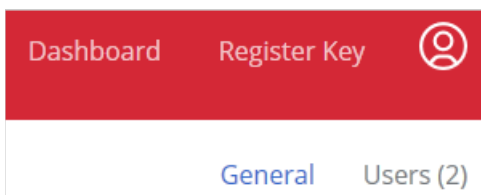
To assign an administrator to the license key, expand the drop-down list box, select an administrator, and click the **Add** button. Click **Save** to save your changes and close the dialog.

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. Once a user joins the account, you can grant them rights to manage all or specific license keys.

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:

The screenshot shows the 'Business Profile' page with the 'Users (2)' tab selected. At the top, there is a search bar and filters for 'Role: All (2)' and 'Status: All (2)'. Below this, the 'Business Account Users (2)' section contains an 'Invite Users' button, an 'Actions' dropdown, and a settings gear icon. A table lists the users:

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

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:

The dialog box is titled 'Join Any Company, Inc'. It contains three input fields: 'Email' (with a redacted value), 'Name' (with the value 'David Lewis'), and 'Password' (with a masked value '●●●●●●'). Below these fields is a blue button labeled 'Join account'.

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

Types of business account membership

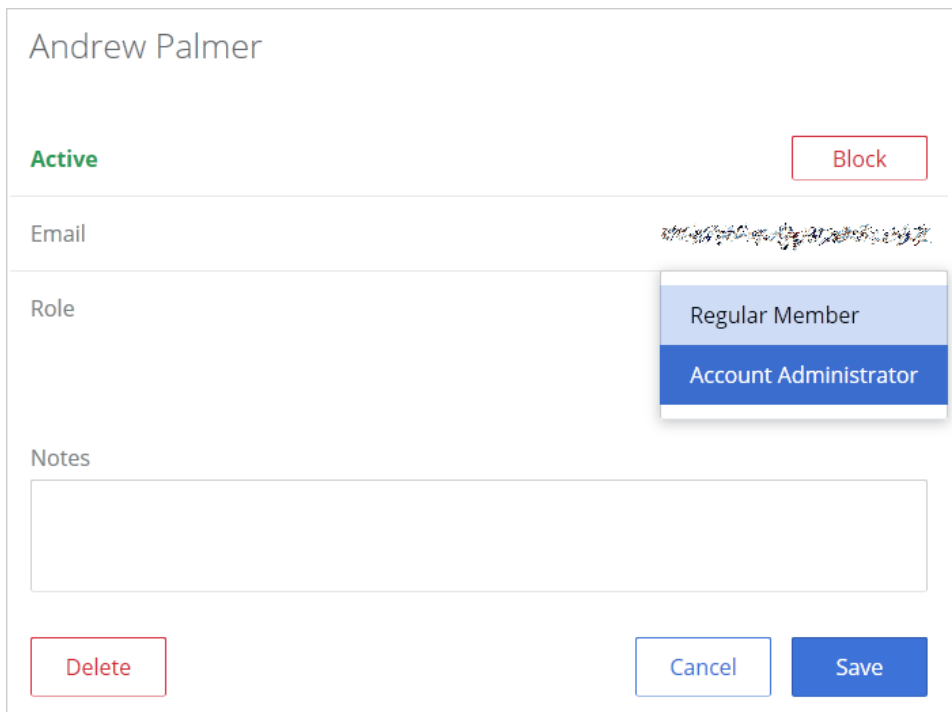
There are two types of business account membership:

- **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 either promoted to the account administrator (see below for details) or granted rights to manage a particular license key (see **Creating Additional License Keys** (p. 14)).
- **Account Administrator.** An account administrator has full privileges to manage all of the available subscriptions and licenses.


Promoting a user to account administrator

To promote a user to the administrator of a 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.



The dialog displays user information for Andrew Palmer. It includes a status section with 'Active' in green and a 'Block' button. Below is an 'Email' field with a placeholder image. The 'Role' section has a dropdown menu currently showing 'Regular Member' and 'Account Administrator' as options. There is a 'Notes' text area at the bottom. At the very bottom are 'Delete', 'Cancel', and 'Save' buttons.

Andrew Palmer	
Active	Block
Email	
Role	<div>Regular Member Account Administrator</div>
Notes <div></div>	
Delete	Cancel Save

- 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.

CHAPTER 3

Support and Downloads

As a Parallels business customer, you get 24/7 business-class technical support with your Parallels RAS subscription. If you have an issue with deploying or using Parallels RAS, contact Parallels Support at any time either by phone or online.

To contact Parallels Support:

- 1 In Parallels My Account, click **Dashboard** and then click **Support** inside the **Parallels Remote Application Server** box. This will open the support web page.
- 2 Scroll down to the **Contact Support** section.

To see the available Parallels RAS downloads:

- 1 On the **Dashboard**, click the **Active Subscription** row inside the **Parallels Remote Application Server** box.
- 2 Click **Download** at the top of the page. This will open the page from where you can download additional Parallels RAS software and documentation. The version selector at the top (a drop-down menu) allows you to select a Parallels RAS version for which you would like to see the available downloads.