



# Parallels Remote Application Server

Parallels Client for Chrome User's Guide

17.1

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## CHAPTER 1

# Getting Started with Parallels Client for Chrome

### About Parallels Client for Chrome

Parallels Client for Chrome is an extension to the Chrome web browser that allows you to connect to Remote Application Server.

### About This Guide

Read this guide to learn how to:

- install Parallels Client for Chrome (p. 4);
- establish a connection to Remote Application Server (p. 5);
- work with remote servers using Parallels Client for Chrome (p. 7);
- edit connection settings (p. 11);
- edit Parallels Client settings (p. 15);
- check the version and build number of Parallels Client (p. 16).


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## Install Parallels Client for Chrome

### System Requirements

To add the Parallels Client extension to your Chrome browser, you must have the Chrome browser version 31.0.1650 or later.

**Note:** To check the version of your Chrome browser, click the Chrome menu  > **Help** > **About Google Chrome**.

## Installation Procedure

The preferred way to install Parallels Client is to follow the instructions from the invitation email. Your Parallels Remote Application Server administrator should send you this email.

Another way to install Parallels Client is to install it from Chrome Web Store. Do the following:

- 1** In the Chrome browser, open Chrome Web Store.
- 2** Search for `Parallels Client`.
- 3** Click **ADD TO CHROME** and follow the onscreen instructions.

## Create a Connection

Once Parallels Client for Chrome is installed, you need to connect to Remote Application Server. You can do one of the following to establish a connection:

- if you want Parallels Client to connect to Remote Application Server automatically, follow the instructions from the invitation email. Your system administrator should send you this email.
- If you know the remote server IP address or host name and user's credentials, you can create a connection manually (p. 5).

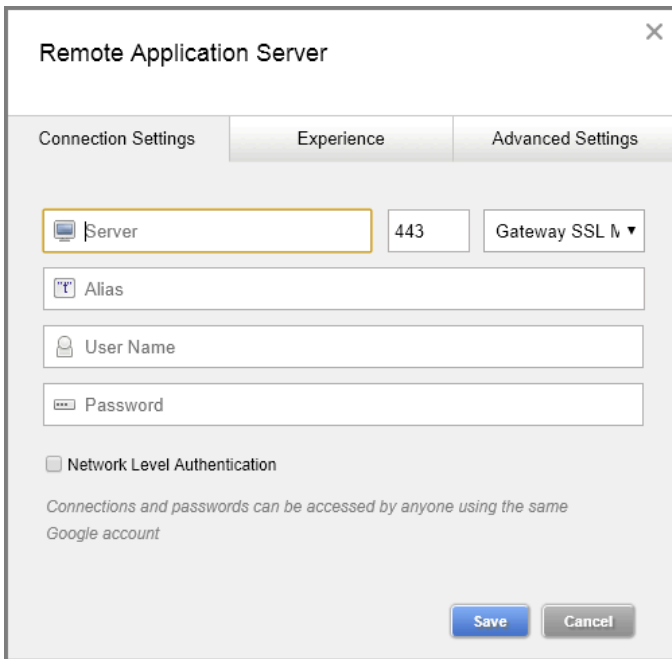
## Create a Connection Manually

To create a Remote Application Server connection manually, do the following:

- 1** Open Parallels Client for Chrome by doing the following:
  - If you're working in Chrome OS, click **Launcher** in the left bottom corner, select **All Apps** and click **Parallels Client**.
  - If you're working in Windows, click the **Start** button > **All Programs** > **Chrome Apps** and launch Parallels Client.

You can also launch Parallels Client from **Chrome App Launcher** installed together with the Parallels Client extension. To open **Chrome App Launcher**, click the **Start** button > **All Programs** > **Google Chrome** and select **Chrome App Launcher**.

- 2 Click **Add Remote Application Server** . The following screen appears.



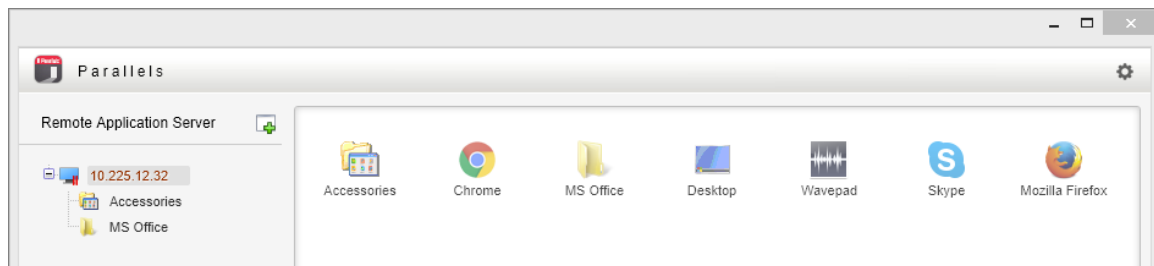
The dialog box titled "Remote Application Server" has three tabs: "Connection Settings", "Experience", and "Advanced Settings". The "Connection Settings" tab is active. It contains the following fields and controls:

- Server:** A text field with a computer icon, containing the text "Server".
- Port:** A text field containing the number "443".
- Gateway SSL:** A dropdown menu showing "Gateway SSL N".
- Alias:** A text field with a folder icon.
- User Name:** A text field with a person icon.
- Password:** A text field with a lock icon and a password strength indicator.
- Network Level Authentication:** A checkbox that is currently unchecked.
- Save/Cancel:** Two buttons at the bottom right.

Below the fields, there is a warning message: "Connections and passwords can be accessed by anyone using the same Google account".

- 3 Specify the **Server**, **Port**, and **Connection Mode** settings.
- 4 Enter your user name and password.
- 5 Click **Save** when done.
- 6 This step may, or may not, appear depending on whether the two-factor authentication using the Google Authenticator app is configured in Parallels RAS by the administrator. If Parallels RAS is configured to use Google Authenticator, you will need to take additional steps. First you need to install the Google Authenticator app on your mobile device. When you click **Save** in Parallels Client, you'll see a dialog displaying a barcode (also known as QR code) and a secret key. Scan the code (or enter the secret key) into the Authenticator app. The app will generate a one time password. Click **OK** in Parallels Client and enter the one time password in the **OTP** field. Click **OK**. On every subsequent logon, you'll only have to enter the OTP. For step-by-step instructions, see the **Using Google Authenticator** subsection below.

If the connection was successful, the right pane of the **Parallels Client** window should now display the published resources that you can use. If you receive an error, verify that the connection and logon information is entered correctly and try again.



## Using Google Authenticator

Use the following instructions when you see the multi-factor authentication dialog during the login procedure. The dialog is displayed when your IT administrator configures two-factor authentication using the Google Authenticator app.

**Important:** To use Google Authenticator, the time on your computer must be synchronized with a global NTP time server, such as [time.google.com](http://time.google.com). Otherwise, Google authentication will fail.

To use Google Authenticator, you need to install the Authenticator app on your iOS or Android device. Simply visit Google Play or App Store and install the app. Once the Authenticator app is installed, you are ready to connect to Parallels RAS using two-factor authentication.

To connect to Parallels RAS:

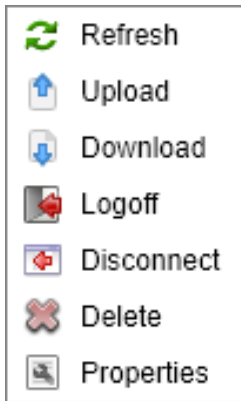
- 1 Opens Parallels Client and log in using your credentials.
- 2 The multi-factor authentication dialog opens displaying a barcode (also known as QR code) and a secret key.
- 3 Open the Google Authenticator app on your mobile device:
  - If this is the first time you use it, tap **Begin** and then tap **Scan a barcode**.
  - If you already have another account in Google Authenticator, tap the plus-sign icon and choose **Scan a barcode**.
- 4 Go back to your computer and scan the barcode displayed in the Parallels Client login dialog.  
If scanning doesn't work for any reason, go back in the Authenticator app, choose **Enter a provided key** and then enter the account name and the key displayed in the Parallels Client login dialog.
- 5 Tap **Add account**. This will create an account for your RAS connection and display a one time password.
- 6 Go back to Parallels Client, click **OK** and enter the one time password in the **OTP** field.

## Work With a Remote Server

To connect to Parallels Remote Application Server, double-click a connection in the **Connections** list.

To open a published application, just double-click it or right-click the application and choose **Open**.

Every time you connect to a remote server from Parallels Client, a session is created for the connection. To manage a session, right-click a connection in the **Connections** list.



The context menu has the following options allowing you to perform session management tasks:

- **Refresh.** Use this option to refresh the session and the published resources view in the right pane. If there were changes on the Parallels Remote Application Server side, they will be reflected in the Parallels Client.
- **Upload.** Use this button to upload files to the remote server.
- **Download.** Use this button to download files from the remote server.
- **Logoff.** Logs off Parallels Client from the session.
- **Disconnect.** Disconnect from Remote Application Server. If the selected connection is inactive, this menu item will be disabled.
- **Delete.** Removes the selected connection.
- **Properties.** Opens the window where you can edit various connection properties.

## Upload and Download Files

While working with RAS, you can upload files to a remote server as well as download them from it.

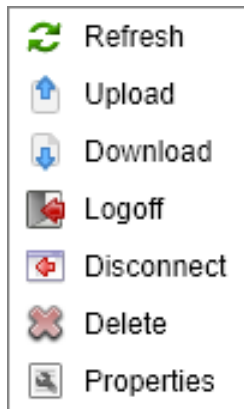
**Important!** To be able to upload and download files, the **Enable Graphics acceleration** option must be deselected in the Parallels Client settings (p. 15).

To upload or download a file, do the following:

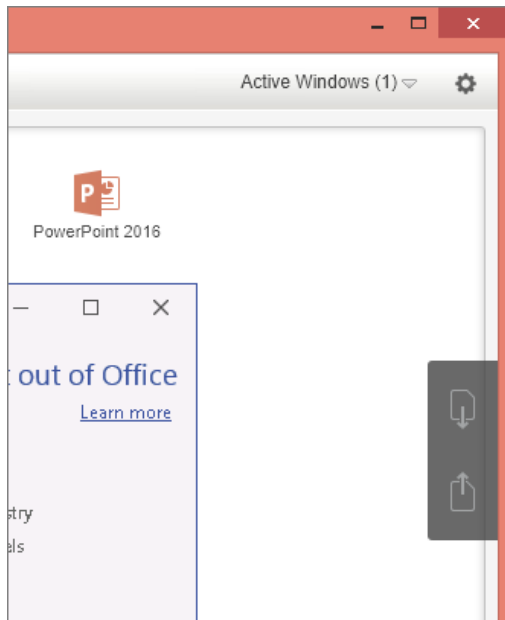
- 1 Open Parallels Client and establish a connection to Parallels RAS.
- 2 Once connected, open the remote desktop or launch some published application.
- 3 To upload or download a file, use the **Upload** and **Download** buttons. Do one of the following to access them:



1. If you opened a published application, right-click the connection in the list of connections. The buttons are available in the context menu:



2. If you opened a published application, move the mouse pointer to the right side of the Parallels Client window and hold for a while. The buttons will appear:



3. If you opened the remote desktop, these buttons are available on the right side toolbar:



- 4 After you click the **Upload** or **Download** button, choose which file you want to upload or download.

## CHAPTER 2

# Using Parallels Client for Chrome

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## Edit Connection Settings

To edit your Remote Application Server connection parameters, do the following:

**Note:** You should change connection settings only if your system administrator told you to do so.

- 1 Open Parallels Client.
- 2 Right-click the connection which settings you want to edit and choose **Properties**. The following screen appears:

Remote Application Server

Connection Settings | Experience | Advanced Settings

Server 443 Gateway SSL M ▼

Alias

User Name

Password

☐ Network Level Authentication

Connections and passwords can be accessed by anyone using the same Google account

Save Cancel

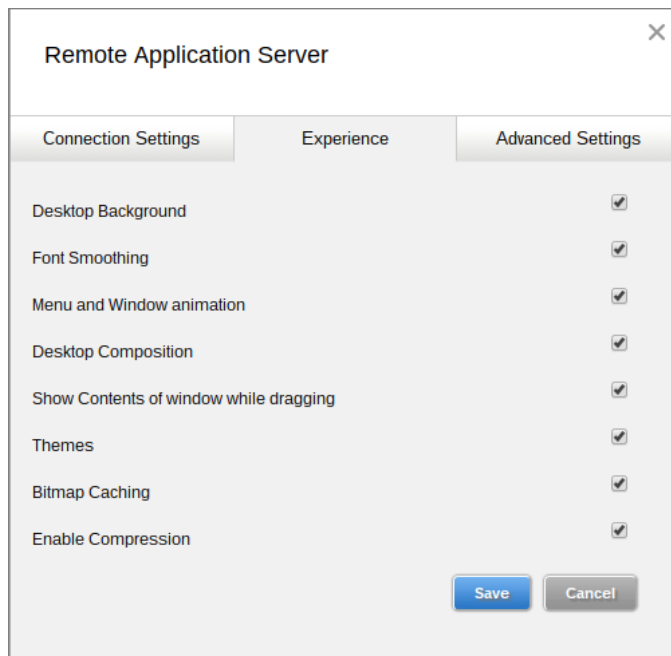
You can edit the following parameters:

- **Server.** In this field, you can change the remote server IP address or host name.

- **Port.** In this field, you can change the port number.
- **Connection Mode.** In this menu, you can change the connection mode.
- **Alias.** In this field, you can change the name of your connection.
- **User Name.** In this field, you can edit the user name.
- **Password.** In this field, you can edit the user's password.
- **Experience.** Click this tab to access the group of visual settings (p. 12).
- **Advanced settings.** Click this tab to access the group of advanced settings (p. 13).

## Experience

The **Experience** tab allows you to configure the following options:



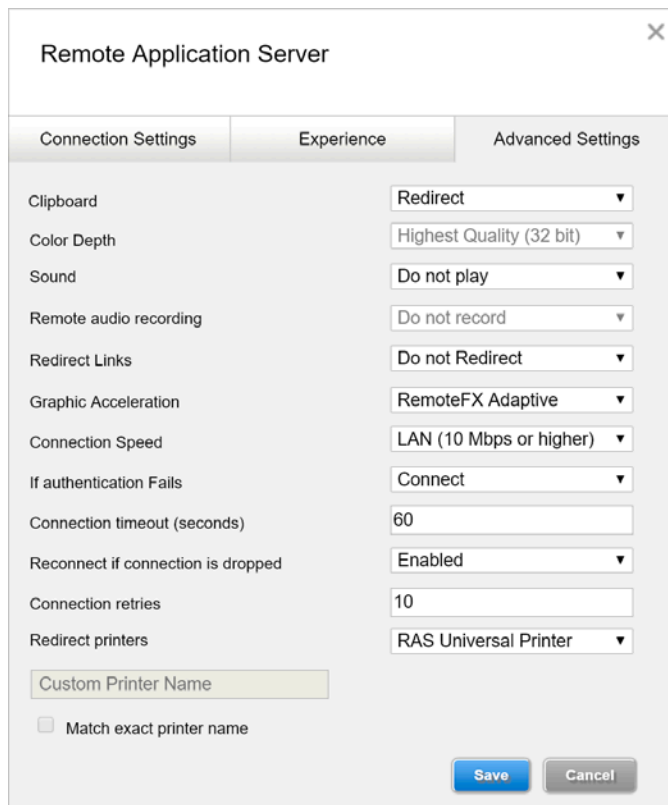
**Note:** These options make the remote computer desktop, menus and windows look pretty but may slow down the connection speed. It's safe to enable these options if your connection speed is 100 Mbps or faster.

- **Desktop Background.** Enable this option to show the remote computer desktop background.
- **Font Smoothing.** This option makes all fonts smooth for improved readability.
- **Menu and Window animation.** If menus and windows on the remote computer have visual effects and this option is enabled, these effects are also shown on the local device or computer.
- **Desktop Composition.** Desktop composition changes the way windows are depicted on the screen.

- **Show Contents of window while dragging.** Enable this option to show window contents when dragging windows.
- **Themes.** Enable this option to use the remote desktop themes when connected.
- **Bitmap Caching.** This option must be enabled to increase the connection bandwidth efficiency.
- **Enable Compression.** It is recommended to enable this option to have a more efficient connection.

## Advanced Settings

The **Advanced Settings** tab allows you to configure the following options:



The screenshot shows the 'Remote Application Server' dialog box with the 'Advanced Settings' tab selected. The dialog has three tabs: 'Connection Settings', 'Experience', and 'Advanced Settings'. The 'Advanced Settings' tab contains the following options:

- Clipboard:** A dropdown menu set to 'Redirect'.
- Color Depth:** A dropdown menu set to 'Highest Quality (32 bit)'.
- Sound:** A dropdown menu set to 'Do not play'.
- Remote audio recording:** A dropdown menu set to 'Do not record'.
- Redirect Links:** A dropdown menu set to 'Do not Redirect'.
- Graphic Acceleration:** A dropdown menu set to 'RemoteFX Adaptive'.
- Connection Speed:** A dropdown menu set to 'LAN (10 Mbps or higher)'.
- If authentication Fails:** A dropdown menu set to 'Connect'.
- Connection timeout (seconds):** A text input field containing '60'.
- Reconnect if connection is dropped:** A dropdown menu set to 'Enabled'.
- Connection retries:** A text input field containing '10'.
- Redirect printers:** A dropdown menu set to 'RAS Universal Printer'.
- Custom Printer Name:** A text input field.
- Match exact printer name:** An unchecked checkbox.

At the bottom right of the dialog are 'Save' and 'Cancel' buttons.

- **Clipboard.** Use this menu to choose whether to synchronize the clipboards on your computer and the remote server. If you choose **Redirect**, when you copy some plain or formatted text to the clipboard on your computer, this text also becomes available in the clipboard on the remote server and vice versa.
- **Color Depth.** Use this option to specify the color depth.
- **Sound.** This option allows you to specify how the sound on the remote computer should be handled.
- **Remote audio recording.** Use this menu to select one of the following:

- **Record from this computer.** Audio from this computer will be recorded using a remote application.
- **Do not record.** Do not record audio.
- **Redirect Links.** This option allows you to redirect URLs and emails to the device or computer where Parallels Client is installed. Select one of the following options:
  - **Do not Redirect.** Enable this option to disable redirection.
  - **Redirect URLs.** Enable this option to use the local web browser when opening 'http:' links.
  - **Redirect Mail.** Enable this option to use the local mail client when opening 'mailto:' links.
  - **Redirect All.** Enable this option to redirect both URLs and emails to the local device or computer.
- **Graphic Acceleration.** Use this option to select the graphics acceleration type.
- **Connection Speed.** This option allows you to tweak the connection speed to optimize the performance of the connection with the remote host.
- **If Authentication Fails.** This option allows you to specify what happens if the server authentication fails. Select one of the following options:
  - **Connect.** The user can ignore the certificate of the server and still connect.
  - **Warn.** The user is alerted about the certificate and still has the ability to choose whether to connect or not.
  - **Do not connect.** The user is not allowed to connect.
- **Connection timeout (seconds).** This is the amount of time during which Parallels Client will try to connect to Parallels RAS until the connection is aborted.
- **Reconnect if connection is dropped.** This menu allows you to choose whether Parallels Client tries to reconnect automatically if a connection is dropped.
- **Connection retries.** This is how many times Parallels Client tries to reconnect if a connection is dropped.
- **Redirect Printers.** This menu allows you to configure printing options. Select the technology to use when redirecting printers to a remote computer:
  - **Do not redirect.** No printer redirection will be configured.
  - **RAS Universal Printer.** Select this option if you want to use RAS Universal Printer.
  - **Custom.** When this option is selected, you can specify a custom printer which might be installed on the remote computer. The first printer that matches the printer name inserted in the custom text box, will be set as the default printer on the remote computer.


Select **Match exact printer name** to match the name exactly as inserted in the custom text box. Please note that the remote printer name might differ from the original printer name. Also note that local printers might not be redirected due to server settings or policies.

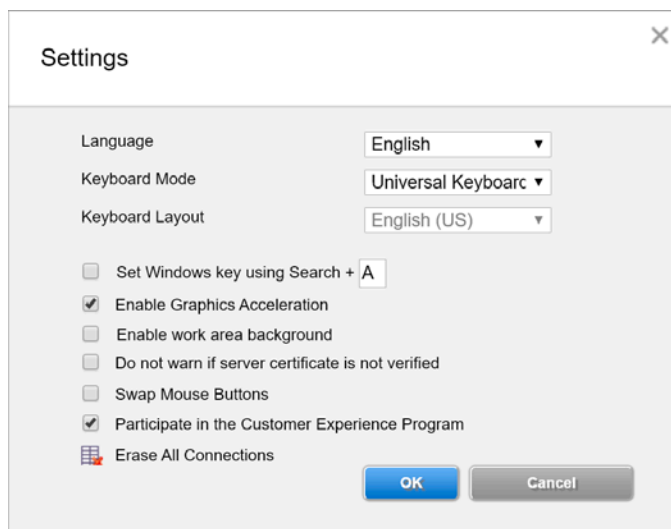
## Remove a Connection

To remove a connection, do the following:

- 1 Open Parallels Client.
- 2 Right-click a connection in the left pane and choose **Delete**.

## Edit Parallels Client Settings

While working with Parallels Client, you can edit its settings the way you need. To open Parallels Client settings, click  in the top right corner of the Parallels Client window and choose **Settings**.




You can edit the following options:

- **Language.** Select the language of the Parallels Client interface.
- **Keyboard Mode.** When you're working with published applications and need to type something, a native keyboard is used.  
If you experience any input problems (for example, the keyboard types wrong keys), try to switch to a PC keyboard. Select **PC Keyboard** from the **Keyboard Mode** menu and choose the keyboard layout you need from the **Keyboard Layout** menu. The selected keyboard will be used until you choose any other keyboard setting.
- **Set Windows key using Search + A** (be default): Set a key combination (Search + <some key>) to send the Windows logo key (the key on a standard PC keyboard with the Windows logo on it) to remote session.
- **Enable Graphics Acceleration.** Enable this option to be able to change the graphics acceleration type in the connection advanced settings (p. 13).

- **Enable work area background.** Select this option to enable a more aesthetic background from Parallels. It will be displayed instead of the black screen when you minimize published applications.
- **Do not warn if server certificate is not verified.** When connected over SSL, and the certificate is not verified, a warning message will be displayed. You can disable this warning message by enabling this option.
- **Swap Mouse Buttons.** Enable this option to swap the mouse buttons on the remote server.
- **Participate in the Customer Experience Program.** Choose whether you'd like to participate in the customer experience program to help Parallels improve the product. No personal data will be collected.
- **Erase All Connections.** Remove data about all your Remote Application Server connections.

## Check the Version and Build Number

To check the version and build number of Parallels Client for Chrome, click  in the top right corner of the Parallels Client window and choose **About**. A window appears showing the version and build number.



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