



Parallels Remote Application Server

Licensing Guide

17.1

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CHAPTER 1

Introduction

This guide describes how to manage your Parallels® Remote Application Server (Parallels RAS) subscriptions and licenses. It begins with the information on 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 your Parallels account.

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Parallels RAS 17 Release History

The following table lists the Parallels RAS 17 release history. Parallels RAS documentation is updated for every release. This guide refers to the latest Parallels RAS 17 release from the table below. If you are using a newer Parallels RAS release or version, please download the current version of the guide from <https://www.parallels.com/products/ras/resources/>

Parallels RAS Version	Release	Date
17.0	Initial release	7/23/2019
17.1	Initial release	12/9/2019
17.1	Update 1	3/19/2020
17.1	Update 2	7/16/2020
17.1	Hotfix	9/15/2020
17.1	Update 3	3/26/2021

Purchase or Upgrade Licenses

There are several options for licensing Parallels RAS. Read this chapter to find out which licensing options are right for you and how to purchase and upgrade licenses.

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Parallels RAS Licensing

Parallels RAS uses concurrent-user licensing. This means that a user can establish any number of connections to Parallels RAS as long as the number of users simultaneously accessing Parallels RAS does not exceed the number of concurrent user licenses.

Consider the following examples:

- One user, one device, one connection — one license is needed.
- One user, one or multiple devices, multiple connections — one license is needed.
- Multiple users, each establishing one or multiple connections — a license is needed for each user. When all licenses are used up, the next user will have to wait for one of the current users to log out from all sessions.

The following table shows license consumption by connection type and user rights:

Connection Type	User Rights	Consumes RAS License
RAS desktop/published application connection	Non-admin	Yes
RDP desktop/published application connection	Non-admin	Yes
RAS published application connection	Administrator	Yes
RAS published desktop connection*	Administrator	No
Direct or tunneled RDP desktop connection*	Administrator	No

* Maximum up to two connections of either type per RD Session Host server.

Prepaid Subscription

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

- Your active subscription allows you to upgrade to a newer version of Parallels RAS whenever one becomes available.
- A subscription is purchased for a predefined period of time, either one month, one year, two years, or three years. One-month subscriptions can only be purchased online.
- If a subscription is purchased online, by default it is set to automatically renew when the subscription period ends. Subscriptions purchased through a reseller must be renewed through the reseller.
- Support is included in the cost of the subscription. You can choose either the Standard or Premium support plan.

Grace Period

If your license expires, Parallels RAS continues to run for a grace period of 30 days, within which time you should renew your subscription.

Microsoft licensing

Please also read about **Microsoft license requirements in Parallels RAS**.

License Overuse

Parallels RAS gives you a grace period of 7 days during which time you can connect more users to a farm than your subscription terms specify. To continue providing access to the increased number of concurrent users, you should purchase more licenses before the grace period is over. The 7-day grace period can be used again later after you purchase more licenses.

If by the end of the grace period you don't purchase more licenses, the Parallels RAS farm will continue to operate normally as long as the number of concurrent users doesn't exceed the limit specified in your subscription. If the number of concurrent users exceeds the limit at any time, your Parallels RAS farm will be temporarily deactivated. This means that none of the users will be able to get the listing of published resources from the farm or use those resources. Please note that deactivation may not happen as soon as the license overuse occurs, but it will happen within 1-2 hours. To re-activate the farm, you have to make sure that the number of concurrent users doesn't exceed the license limit. Parallels RAS performs the validation every 20 minutes. As soon as it detects that the number of concurrent users is at or below the limit, it will reactive the farm.

Purchase Licenses

You can purchase Parallels RAS licenses online or you can contact a Parallels partner.

Purchase licenses online

Visit <http://www.parallels.com/products/ras/buy/>

Purchase licenses through a Parallels partner

To find a Parallels partner near you, visit <http://www.parallels.com/partners/locator/>

Once you purchase licenses, the Parallels partner will provide you with a single license key which you can use to activate Parallels RAS. You only need one key to register and activate all your licenses.

If you don't already have a Parallels account, you will also receive an invitation to join one.

Important: A license key can be used to activate a single installation of Parallels RAS. You can change the activated installation up to three times (for backup purposes, if a previously activated server has been damaged or stolen, etc.). If you need to activate several Parallels RAS installations to work simultaneously, you need multiple license keys.

Upgrade an Existing License

Upgrade eligibility

You are eligible for a free upgrade to Parallels RAS v16.5 if you have any of the following:

- A valid Parallels RAS subscription.
- A permanent license and a valid upgrade insurance plan.

Sign Up and Register a Subscription

After you purchase a Parallels RAS subscription, you need to register your license key in Parallels My Account before you can use it to activate a Parallels RAS farm. The registration also gives you the ability to manage your subscriptions and licenses in one place.

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Create a Parallels Account and Register a Subscription

Parallels My Account is a web service that enables Parallels customers (consumers and organizations) 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 Parallels accounts:

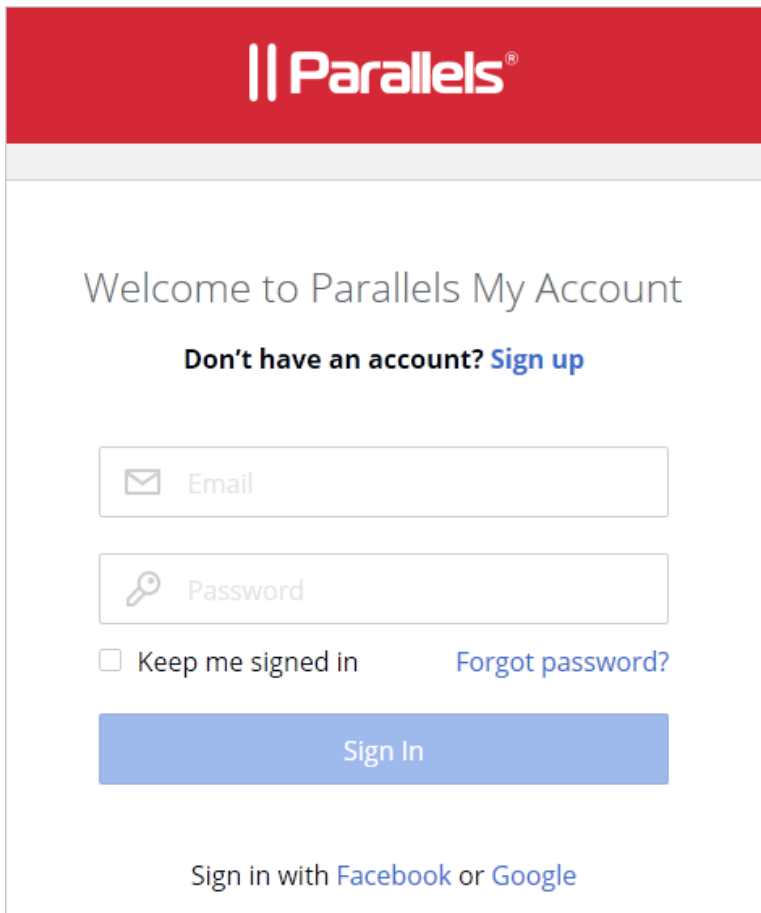
- **Personal account** is used to manage subscriptions to Parallels consumer products. The account is also required to manage Parallels business products.
- **Business account** is used to manage business products, such as Parallels RAS. A business account is created for your organization when you register a business subscription for the first time.

What you should read next

- If you are a new customer and don't have a Parallels account, continue reading this section.
- 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).

Create a Parallels Account

- 1 Visit Parallels My Account at <https://my.parallels.com>
- 2 On the **Welcome to Parallels My Account** page, click **Sign Up**.



The screenshot shows the Parallels My Account sign-in page. At the top is a red header with the Parallels logo. Below the header, the text "Welcome to Parallels My Account" is displayed. Underneath, there is a link "Don't have an account? Sign up". The sign-in form consists of two input fields: "Email" with an envelope icon and "Password" with a key icon. Below the password field, there is a checkbox labeled "Keep me signed in" and a link "Forgot password?". A blue "Sign In" button is positioned below the form. At the bottom, there is a link "Sign in with Facebook or Google".

- 3 Enter your first and last name, email address and password.

Register Your Parallels Account

Already have an account? [Sign in](#)

First Name

Last Name

Email

Password

Repeat Password

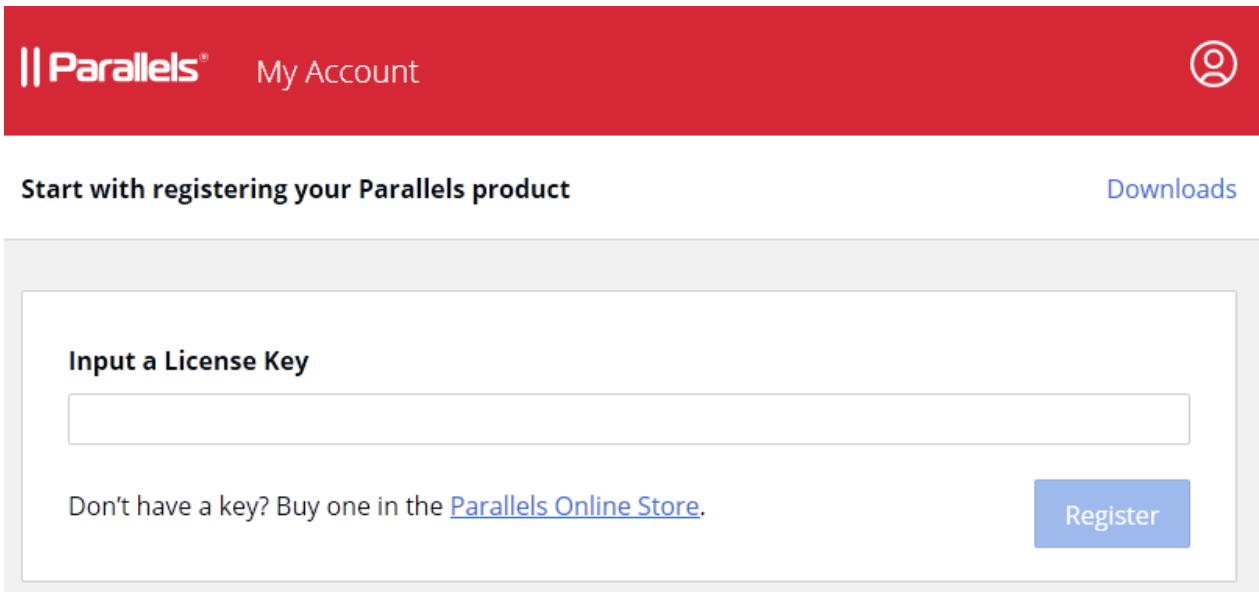
Keep me signed in

I agree with [Parallels Terms of Use](#)

Sign up with [Facebook](#) or [Google](#)

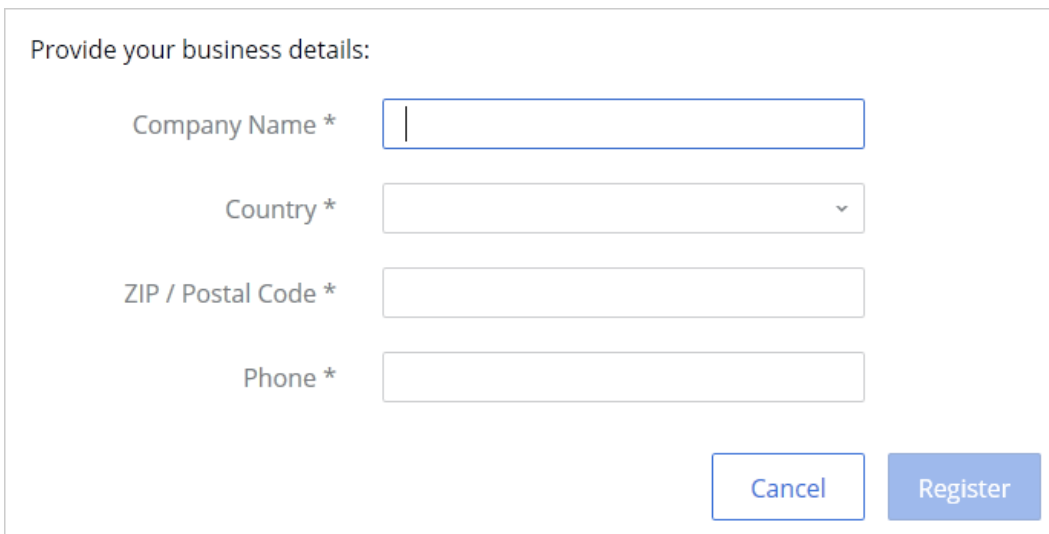
- 4 Read the **Parallels Terms of Use** and if you agree, select the **I agree with Parallels Terms of Use** option.
- 5 Click **Sign Up** to continue.

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



The screenshot shows the Parallels My Account interface. At the top, there is a red header with the Parallels logo and 'My Account' text, and a user profile icon. Below the header, there are two tabs: 'Start with registering your Parallels product' and 'Downloads'. The main content area is a light gray box containing a white dialog titled 'Input a License Key'. Inside the dialog, there is a text input field for the license key. Below the input field, there is a link: 'Don't have a key? Buy one in the [Parallels Online Store](#).' and a blue 'Register' button.

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



The screenshot shows a dialog titled 'Provide your business details:'. It contains four input fields: 'Company Name *', 'Country *' (a dropdown menu), 'ZIP / Postal Code *', and 'Phone *'. At the bottom right of the dialog, there are two buttons: 'Cancel' and '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).

Parallels My Account [Dashboard](#) [Register Key](#)

My Company, Inc. (Business Account) (2) [Business Profile](#)

Products [All Subscriptions \(1\)](#)

Parallels Remote Application Server
for 10 concurrent users

Active subscriptions	1
Prepaid farms	8

[Buy More Licenses](#) [Convert Old License](#)

[Support](#)

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

Summary

After completing the steps above:

- A 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 Parallels RAS license key is registered and can be used to activate a Parallels RAS farm.

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>

- 2 Sign in using your email address and password.
- 3 Click **Register Key** on the page header.
- 4 Input your Parallels RAS license key and click **Register**.
- 5 In the **Provide your business details** dialog, enter you company name, address, and phone number.

Provide your business details:

Company Name *

Country *

ZIP / Postal Code *

Phone *

- 6 Click **Register**.
- 7 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 Parallels RAS license key is registered and can be used to activate a Parallels RAS farm.

Register a Subscription

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

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

Your subscription is now registered and can be used to activate a Parallels RAS farm.

Activate Parallels RAS

After you registered your subscription in Parallels My Account, you can activate a Parallels RAS farm using your license key.

Sign in to Parallels My Account

Open the Parallels RAS Console. When you run it for the first time, you'll see the **Sign In to Parallels My Account** dialog. If you already have an account, type your email address and password and click **Sign In**.

If you don't have a Parallels account, you can register for one as follows:

- 1 In the **Sign In to Parallels My Account** dialog, click **Register**. The **Register Parallels My Account** dialog opens.
- 2 Enter your name, email address, a desired password, and your company info (all fields are required).
- 3 Click **Register** to register an account. This will create a personal account for yourself and a business account for your organization to which you will be assigned as the account administrator.

You should see the confirmation message saying that your account has been registered successfully. Click **OK** to close the message box. In the **Sign In to Parallels My Account** dialog, provide the email address and password and click **Sign In**. You'll see the **Activate Product** dialog.

Activate Parallels RAS

After you sign in to Parallels My Account in the RAS Console, the **Activate Product** dialog opens asking you to activate Parallels RAS. Select the **Activate using license key** option and enter the key in the field provided. You can click the button next to the field to see the list of subscriptions and/or permanent license keys you have registered in Parallels My Account.

If you don't have a Parallels RAS subscription or license key, you have the following options:

- Purchase a subscription online by clicking the **Purchase a license** link.
- Activate Parallels RAS as a trial by selecting the **Activate trial version** option.

After entering a license key (or selecting to activate a trial version), click **Activate**. You should see a message that your Parallels RAS farm has been activated successfully. Click **OK** to close the message box.

Read on to learn how to manage your business account(s) and your Parallels RAS licenses using your Parallels account.

CHAPTER 4

Manage Subscriptions and Licenses

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

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Create Additional License Keys	18

View Subscriptions and Subscription Details

To view your Parallels RAS subscription(s):

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

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

The screenshot shows the Parallels My Account interface. At the top, there is a red header with the Parallels logo, 'My Account', and navigation links for 'Dashboard' and 'Register Key'. Below the header, the user's account information is displayed: 'My Company, Inc. (Business Account) (2)' and a 'Business Profile' link. The main content area is titled 'Products' and features a card for 'Parallels Remote Application Server for 10 concurrent users'. This card contains a table with two rows: 'Active subscriptions' with a count of 1, and 'Prepaid farms' with a count of 8. Below the table are three buttons: 'Buy More Licenses', 'Convert Old License', and 'Support'. To the right of the product card, there is a link for 'All Subscriptions (1)'.

Active subscriptions


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

The screenshot shows the Parallels My Account interface for active subscriptions. The top header is red with the Parallels logo, 'My Account', and navigation links for 'Dashboard' and 'Register Key'. Below the header, the breadcrumb trail is 'Dashboard > Remote Application Server'. To the right, there are links for 'Prepaid Farms (8)', 'Download', and 'More'. Below the breadcrumb trail, there is a search bar and two dropdown menus: 'Display: Active (1)' and 'Arrange by: End Date ↑'. The main content area displays a single subscription card titled 'Parallels Remote Application Server Subscription'. The card contains the text 'Parallels Remote Application Server' and 'Subscription valid until January 11, 2020'.

Subscription details


To see subscription details, click the subscription name.

Dashboard > Subscriptions > Subscription Details

Parallels Remote Application Server Subscription 

Status	Active	Products	Qty
Subscription Renewal is Off	Turn On	Parallels Remote Application Server	10
Activation Date	January 11, 2017		
Expiration Date	January 11, 2020		
Orders History		Contract Details	Buy More Licenses

License Keys (1) [Create License Key](#)

Name	Type ↑	Quota	Expires On
Primary Key 	Primary	10	January 11, 2020

The **Subscription Details** page contains general subscription information, such as status, dates, number of licenses, etc. The action links allow you to turn the subscription renewal on/off, see your order history and contract details, and buy more licenses.

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 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. 18).

You can sort the list by one of the license key properties by clicking on the desired column heading.

Create Additional License Keys

When you purchase a subscription, you receive a single license key with it called Primary Key. In many business situations a single license key may not be flexible enough. For this reason, Parallels provides you with the ability to create additional license keys (also known as sublicenses) linked to your Primary Key. When creating a license key, you can allocate a desired number of licenses to it and specify a custom expiration date.

Planning for license keys

Additional license keys 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 (concurrent users). You can create a license key with a required number of licenses and give it to the administrator of that division.
- You don't want another Parallels RAS administrator to have control of your Primary Key. You can create an additional license key and give it to that administrator.

All of the allocated licenses in a license key are reserved exclusively for that particular key. None of the licenses (including unused ones) are available to the Primary Key or other additional keys.

Creating a license key

To create an additional license key:

- 1 On the **Subscription Details** page, click **Create License Key**. The **License Key** dialog opens.

License Key 1

General License Administrators

Quota of Licenses (10 out of 10) * 1

Type * Reserved

Renew with Subscription

Expiration Date 01/11/2020

Cancel Save

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 (concurrent users) that the key should contain.
- Select the **Renew with Subscription** option if you want this license key to have the same expiration date as the Primary Key. The key will also renew automatically when you renew your subscription. To set a custom expiration date, clear the option and enter the date in the **Expiration Date** field.

2 Click **Save** to create a license key.

Modify or delete a license key

To modify an existing license key, make sure you are on the Subscription Details page (p. 15). Click the "gear" icon at the end of the license key row. This will open the dialog where you can modify the license key properties.

To delete a license key, click **Delete Key**. Please note that if you have an active Parallels RAS farm using this license key, it will be deactivated.

Note: You can assign one or more administrators to manage a license key. For example, if you create a license key to be used by a specific division in your organization, you can invite the administrator of that division to join the business account and give them rights to manage that particular license key. For the complete information, please see **Inviting Users to Join a Business Account** (p. 24) and **Managing License Administrators**.

Manage Parallels RAS Farms

To view active Parallels RAS farms:

- 1 In Parallels My Account, click **Dashboard**.
- 2 Click the **Prepaid farms** row inside the **Parallels Remote Application Server** box. This opens a page listing active and deactivated farms (if any). To see active farms only, click the **Farms** drop-down menu (above the list) and choose **Active**.

The screenshot shows the Parallels My Account dashboard. The top navigation bar includes the Parallels logo, 'My Account', and links for 'Dashboard', 'Register Key', and a user profile icon. Below the navigation bar, the breadcrumb trail shows 'Dashboard > Remote Application Server'. On the right side of this section, there are links for 'Prepaid Farms (9)', 'Download', and 'More'. A search bar is located on the left, and two dropdown menus are on the right: 'Farms: Active (1)' and 'Display: All (1)'. The main content area is titled 'Prepaid Farms (1)' and contains a table with the following columns: 'Activation Key', 'Farm Name', 'Status', 'Server ID', and 'App Version'. A single row is visible in the table with the following data: an unchecked checkbox, a blurred activation key, 'FARM-F9E5', 'Active', a blurred server ID, and '16.5.20102'. An 'Actions' dropdown menu and a gear icon are located to the right of the table header.


<input type="checkbox"/>	Activation Key	Farm Name	Status	Server ID	App Version
<input type="checkbox"/>	[Blurred]	FARM-F9E5	Active	[Blurred]	16.5.20102

Scroll the list vertically to see all displayed columns. To select columns to be displayed, click the "gear" icon and select from the following:

- **Farm Name:** Farm name.
- **Activation key:** License key that was used to activate the farm.
- **Status:** Farm status (active, deactivated).
- **Server ID:** The host server ID.
- **App Version:** Parallels RAS version number.
- **Activation Date:** The farm activation date.
- **Latest Report Date:** The date the farm last contacted Parallels cloud.
- **Peak Usage:** The peak number of concurrent users recorded.
- **Notes:** A custom note about the farm. See below for the info on how to enter a note.

The **Actions** drop-down menu allows you to save the list to a CSV file and deactivate one or more selected farms (see **Deactivating a farm** at the end of this section). To select a farm, click the checkbox in the first column. To select all farms in the list, click the checkbox in the table header. Once one or more farms are selected, the **Actions** menu becomes enabled.

To view the summary info for a farm, click its name in the **Farm Name** column. This will open the following dialog:

MTF9E5 

Active Deactivate

Server ID [blurred]

App. Version 16.5.20102

Activation Key [blurred]

Activation Date 02/20/2018, 3:48 PM

Last Report Date 03/12/2018, 2:30 PM

Peak Usage 1

Notes

Cancel Save

Here you can view the farm summary info and enter a custom note using the **Notes** edit box.

Deactivating a farm

You can deactivate a farm by clicking the Actions drop-down menu on the **Prepaid Farms** page (see above) or by clicking the **Deactivate** button in the farm details dialog (see the screenshot above).

The farm will be deactivated the next time it contacts Parallels cloud. Once it's deactivated, the users will no longer be able to connect to it. The license key used by the farm becomes available, so you can use it to activate a different Parallels RAS farm.

CHAPTER 6

Manage Accounts

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

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Switching Between Accounts

When you log in to Parallels My Account, you use your personal account credentials. Once logged in, you can switch between your personal and your organization's accounts by clicking the drop-down menu in the upper left hand corner and choosing an account.



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

The screenshot displays the Parallels My Account interface. At the top, there is a red header with the Parallels logo and 'My Account' text. Navigation links for 'Dashboard', 'Register Key', and a user profile icon are visible. Below the header, the breadcrumb 'Dashboard > Business Profile' is shown, along with 'General' and 'Users (2)' tabs. The main content area is divided into three sections:

- Company:** Displays 'My Company, Inc.', 'Washington, United States 98004', and 'tel.: (425)123-4567'. A 'Support Code: 19240-41140' is shown at the top right. An 'Edit' button is located at the bottom right of this section.
- Membership:** Shows the user's role as 'Account Administrator' and 'Member since 10/16/2016'. A 'Leave This Business Account' button is positioned at the bottom right.
- Account Admins:** Lists 'John Brown' as an administrator, with a blurred image placeholder next to the name.

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

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

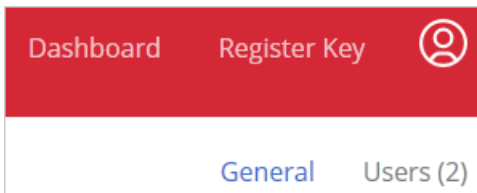
The **Account Admins** section lists account administrators. For more information, see **Inviting Users to Join a Business Account** (p. 24).

Inviting Users to Join a Business Account

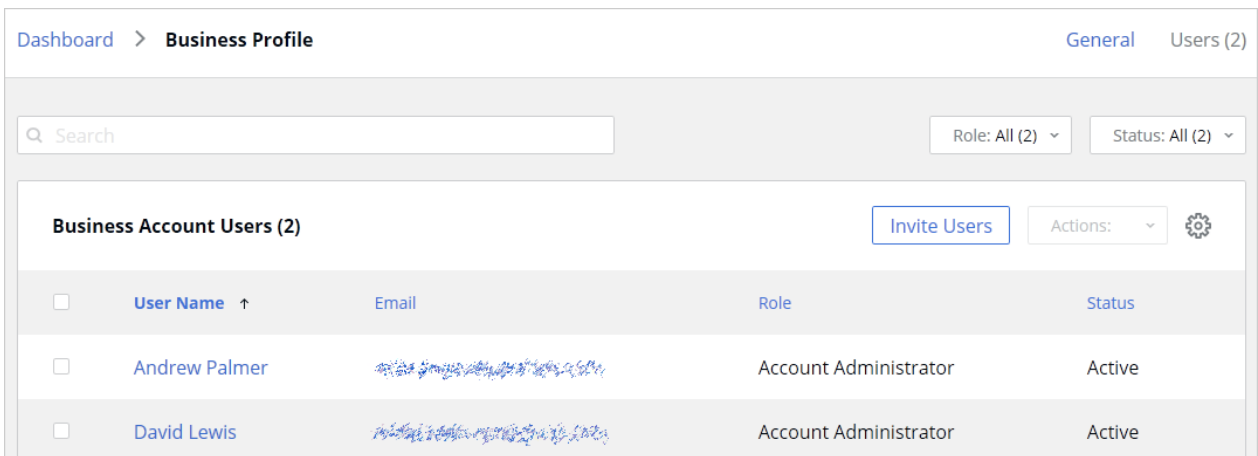
As the administrator of a business account, you can invite other users in your organization to join it. Once a user joins the account, you can grant them rights to manage all or specific license keys.

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).

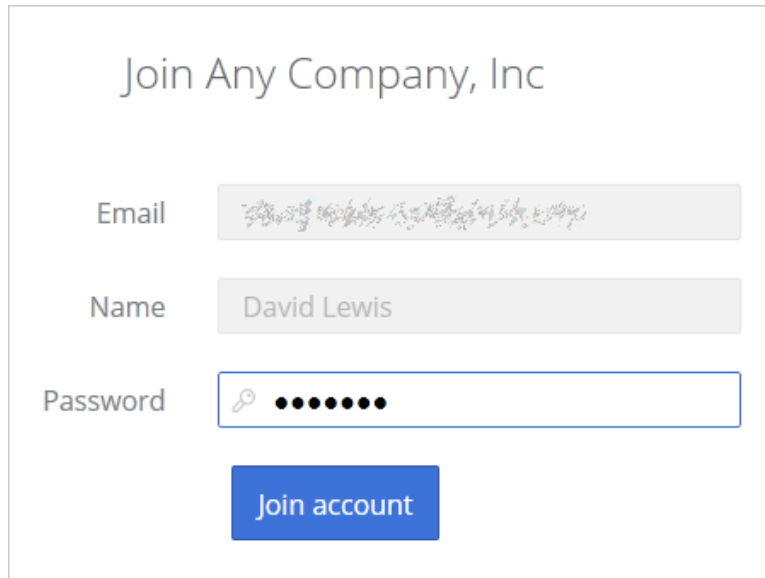


- 2 The **Business Account Users** list is displayed:



- 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:



Join Any Company, Inc

Email

Name

Password

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 **Managing License Administrators**).
- **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 screenshot shows a dialog box for user management. At the top, the name "Andrew Palmer" is displayed. Below the name, the status "Active" is shown in green text, and a "Block" button is visible in the top right corner. The "Email" field contains a blurred email address. The "Role" field has a dropdown menu open, showing two options: "Regular Member" and "Account Administrator", with "Account Administrator" selected. Below the role field is a "Notes" text area. At the bottom of the dialog, there are three buttons: "Delete" (red), "Cancel" (blue), and "Save" (blue).

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 similar 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 RAS subscription. If you have an issue with deploying or using Parallels RAS, contact Parallels Support at any time either by phone or online. You can also see popular topics or search the Parallels Knowledge Base for a solution right from your Parallels business account.

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Get Support

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

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

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

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

When contacting Parallels Support by email, phone, or Skype you'll need a ticket ID, which is displayed on the screen when you select one of these support methods. You can place a call immediately or you can click **Book a Call** to book it for another time. You can also see a ticket ID by clicking **Support** on a page header and then clicking the **My Tickets** link in the upper right. See **Managing Support Tickets** for more info (p. 29).

When using email you can add additional watchers (other administrators of your Parallels business account) to receive notifications via email. To do so, on the **Create Support Request** page select the **Add Watchers** tab, then select an administrator and click the **Add** button. See also **Adding Watchers to a Support Ticket** (p. 29).

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 Remote Application Server** 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 Remote Application Server** 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 RAS downloads, including installation files and documentation:

- 1 On the **Dashboard**, click the **Active Subscription** row inside the **Parallels Remote Application Server** product card.
- 2 Click **Download** at the top of the page.

This will open the **Download** 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.

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