



Parallels Desktop for Mac Business Edition

Quick Start Guide

Version 11 Update 1

CHAPTER 1

Parallels Desktop Business Edition Quick Start Guide

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Introduction

This guide is intended for IT administrators deploying and managing Parallels Desktop for Mac Business Edition in their organization. The guide provides instructions on how to create and use a Parallels Business Account to manage your Parallels Desktop Business Edition subscriptions and licenses.

Parallels Business Account Overview

A Parallels business account allows you to manage your Parallels Desktop Business Edition subscriptions and licenses.

With a Parallels business account you can:

- Renew a subscription.
- Add more licenses to a subscription.
- Register your Parallels Desktop Business Edition subscription bought through a reseller.
- Manage your licenses and Macs that use these licenses:
 - See the list of licensed computers in your organization.
 - Deactivate a license on a computer.
 - Blacklist a computer.
 - Split license keys into sublicenses.
- Contact Parallels Support.

- Download Parallels Desktop Business Edition.
- Download the documentation.

The chapter provides step-by-step instructions on how to create and use a Parallels business account.

Getting Started with Parallels Business Account


To begin, you need to:

- 1** Create a Parallels business account on the Parallels My Account website.
- 2** Register a subscription that you purchased from the Parallels website or through a reseller. If you don't have a subscription yet, you can buy it online by following a link from your Parallels business account.
- 3** This section describes how to accomplish these tasks.

Create a Parallels Business Account

To create an account:

- 1** Enter the following URL into a Web browser:
`https://account.parallels.com/#/register_ba`
- 2** The URL opens the business account registration page:



[Sign In](#) [Register](#)

I am: A private user
 A business customer

Administrator

First Name

Last Name

Enter your email address

Account password

Type a password (at least 6 characters)

Type your password again

Company

Company/organisation name

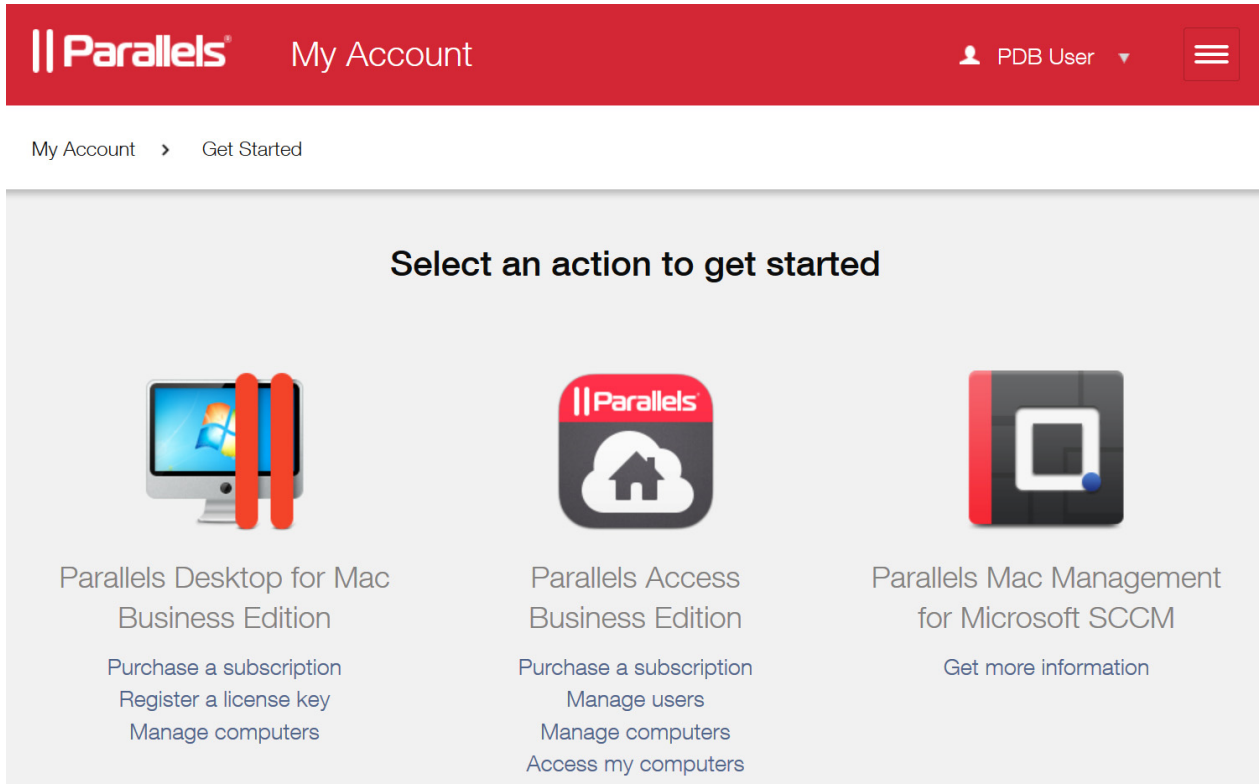
Country ▼

ZIP/Postal code

Business phone

By registering I agree to the Parallels [Terms of Use](#).

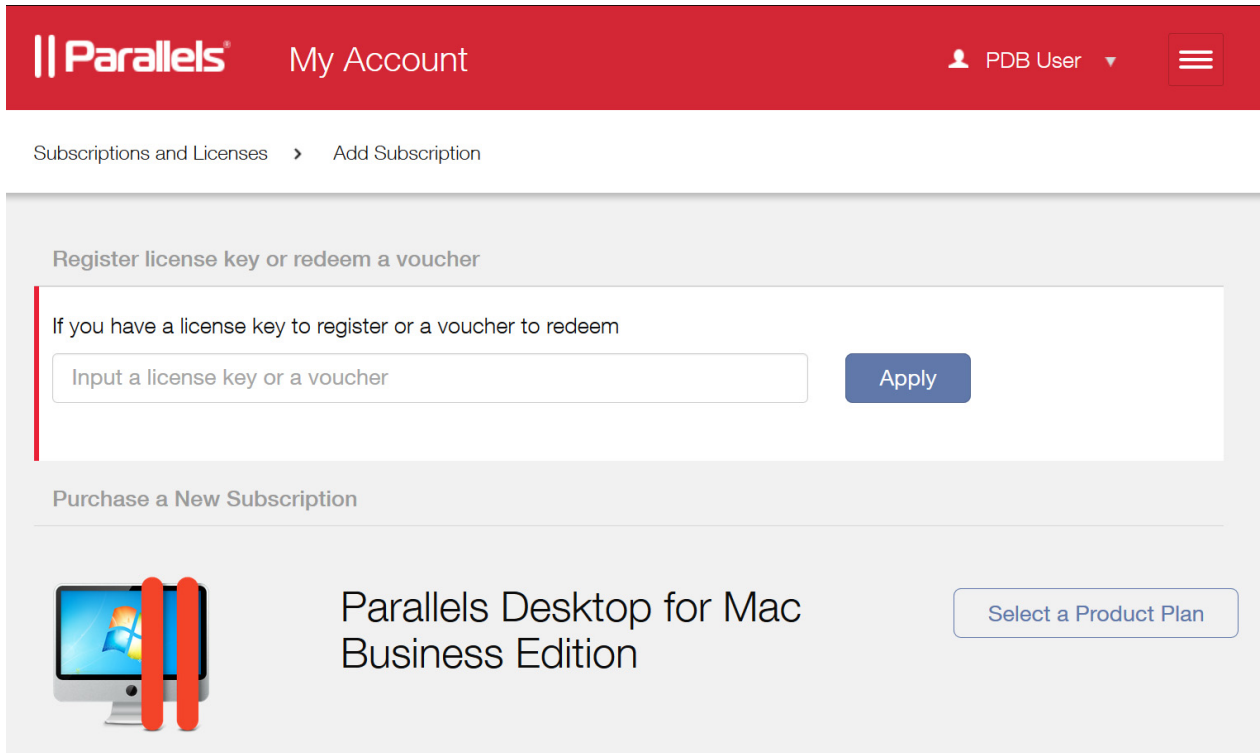
- 3 Complete the form and click **Create account**. Once the account is created, you will see the **Get Started** page. On the screenshot below, **PDB User** is a sample user in this demonstration. You will see your user name in its place.



Register a Subscription with Your New Parallels Business Account

If you already have a subscription, you need to register it as follows:


- 1 On the **Get Started** page (see above), click the **Register a license key** option located in the **Parallels Desktop for Mac Business Edition** section. The **Add Subscription** page opens.

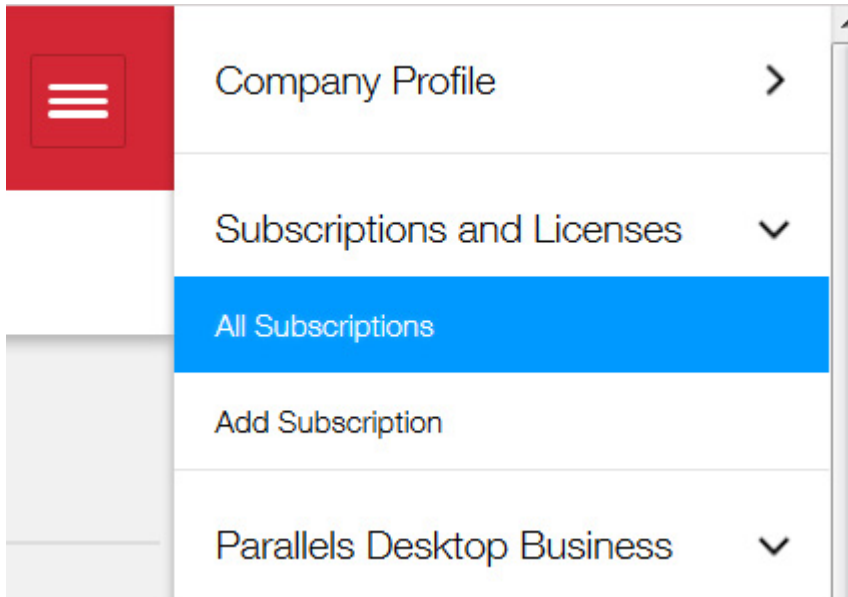


- 2 Enter the license key that came with your subscription into the field provided and then click the **Apply** button. Your license key will be registered and your subscription information will be added to your account.
- 3 If you would like to purchase a new subscription, click the **Select a Product Plan** button. You'll be redirected to the Parallels website where you can compare product plans and purchase a desired subscription. Once you obtain the license key, return to your Parallels business account and register the license key as described above.

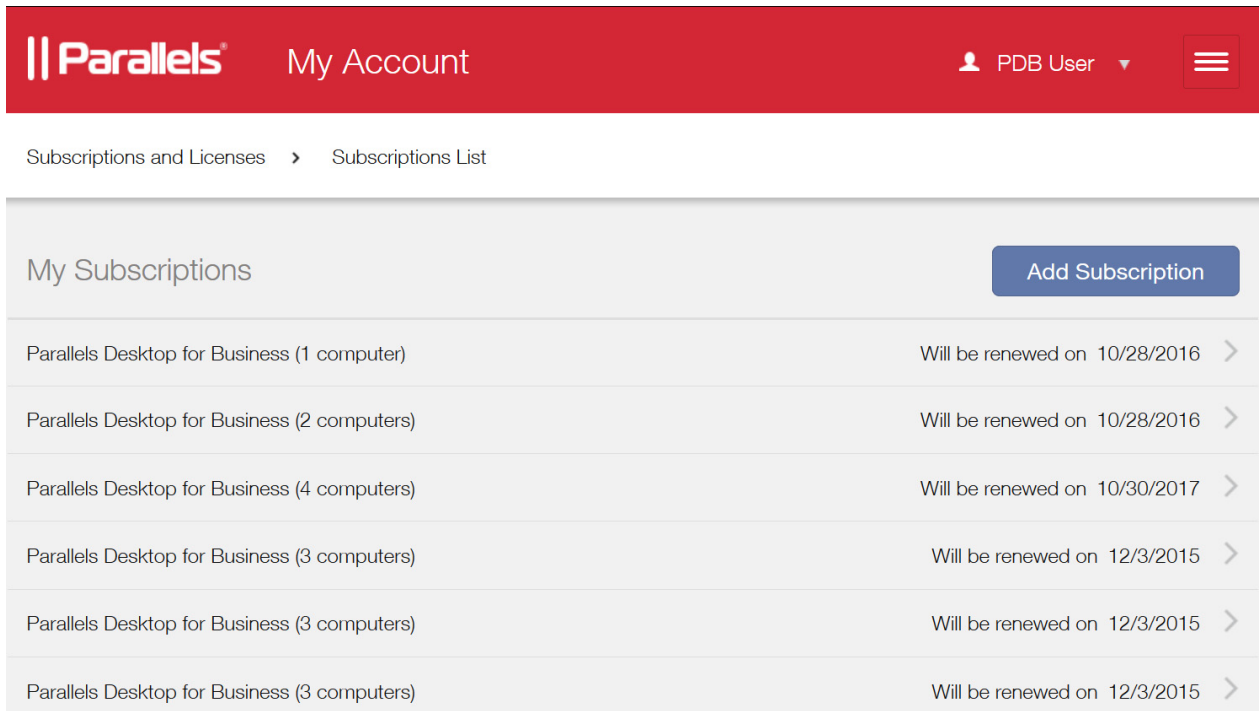
View Subscription Information

To view the information about your subscription(s) at any time:

- 1 Click the  icon next to your user name to open the side menu. In the side menu, expand the **Subscriptions and Licenses** section and click **All Subscriptions**.



- 2 The **Subscription List** page opens where you can view your subscriptions.



Read on to learn more about using your Parallels business account.

Using Your Parallels Business Account

This section describes how to use your Parallels business account to manage subscriptions, licenses, and computers in your organization.

Sign Into Your Account

To sign into your Parallels business account:

- 1 Open the following URL in your Web browser:
`https://account.parallels.com`
- 2 The Parallels My Account **Sign In** page opens.



The screenshot shows the Parallels Sign In page. At the top is a red header with the Parallels logo. Below the header, there are two tabs: "Sign In" (selected) and "Register". Under the "Sign In" tab, there are two input fields: "Email" and "Password". Below the "Password" field is a link for "Forgot password?". A large blue "Sign In" button is positioned below the input fields. At the bottom, there is a link "or use social" with two buttons for social login: Facebook (f) and Google+ (G+).

- 3 Enter the email address and password that you used when you created your Parallels business account. If you've been invited to use an account as an administrator, specify the credentials that were given to you by the account owner. Click **Sign In**.
- 4 If this is the first time you log into the account, you will see the **Get Started** page (shown below). Otherwise, you'll be taken to the last page you visited during your previous session.


Note: If after signing in, you don't see the **Get Started** page as shown below, it probably means that you signed in using a regular Parallels account (not business account). If you have both regular and business accounts, sign off and then sign in again using your business account credentials. If you created a regular account by mistake, you'll need to create a business account as described in the **Getting Started with Parallels Business Account** section (p. 3).

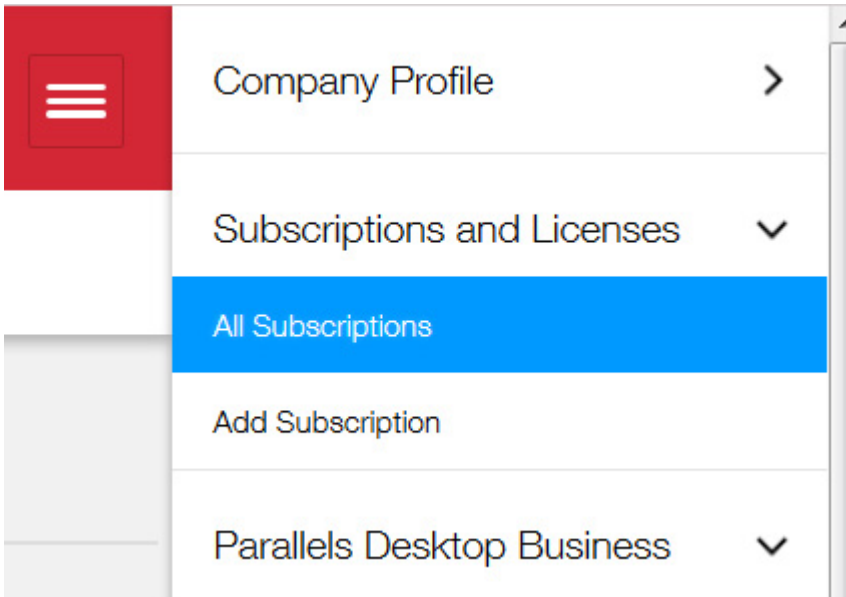
The screenshot shows the Parallels My Account interface. At the top, there is a red navigation bar with the Parallels logo, the text 'My Account', a user profile icon labeled 'PDB User', and a hamburger menu icon. Below the navigation bar, there is a breadcrumb trail: 'My Account > Get Started'. The main content area is titled 'Select an action to get started' and contains three cards:

- Parallels Desktop for Mac Business Edition**: Includes icons of a monitor and two vertical bars. Below the title are the links: 'Purchase a subscription', 'Register a license key', and 'Manage computers'.
- Parallels Access Business Edition**: Includes an icon of a cloud with a house inside. Below the title are the links: 'Purchase a subscription', 'Manage users', 'Manage computers', and 'Access my computers'.
- Parallels Mac Management for Microsoft SCCM**: Includes an icon of a square with a smaller square inside. Below the title is the link: 'Get more information'.

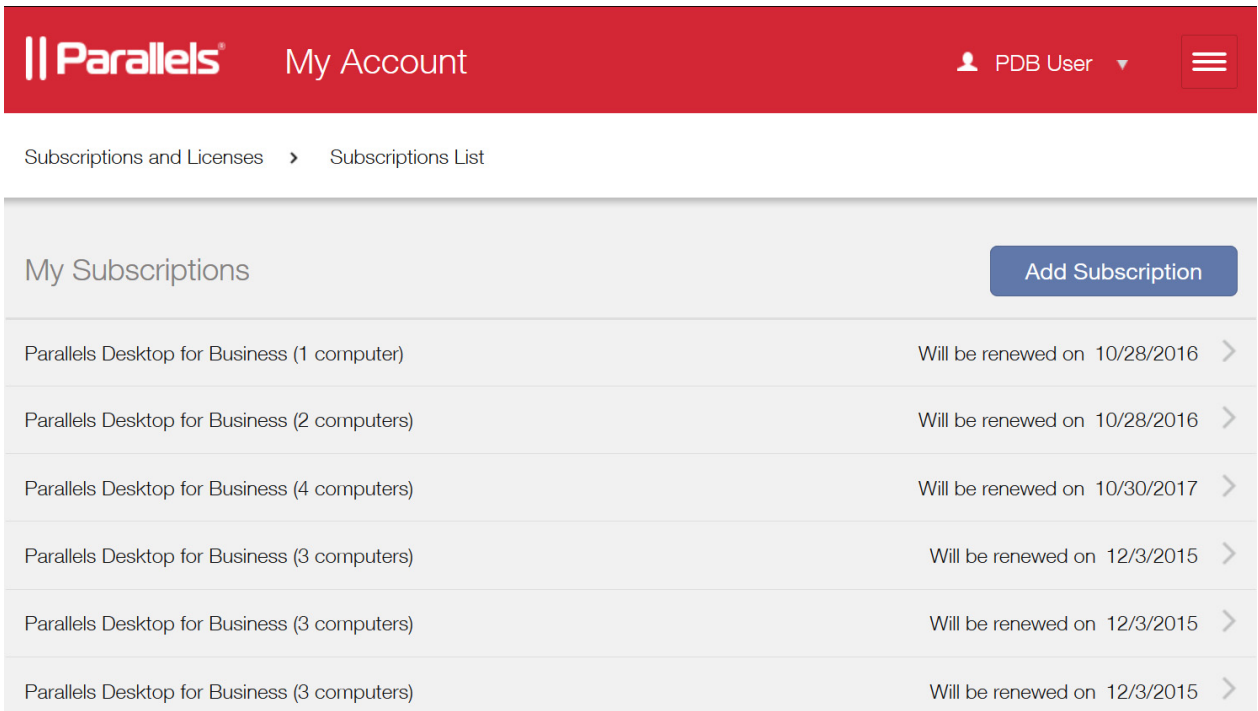
View Subscription Information

To view the list of subscriptions registered to your Parallels business account:

- 1 Click the  icon next to your user name to open the side menu. In the side menu, expand the **Subscription and Licenses** section and click **All Subscriptions**.



- 2 The **Subscription List** page opens where you can view your subscriptions.



- 3 Click on a subscription to open the **Subscription Details** page.

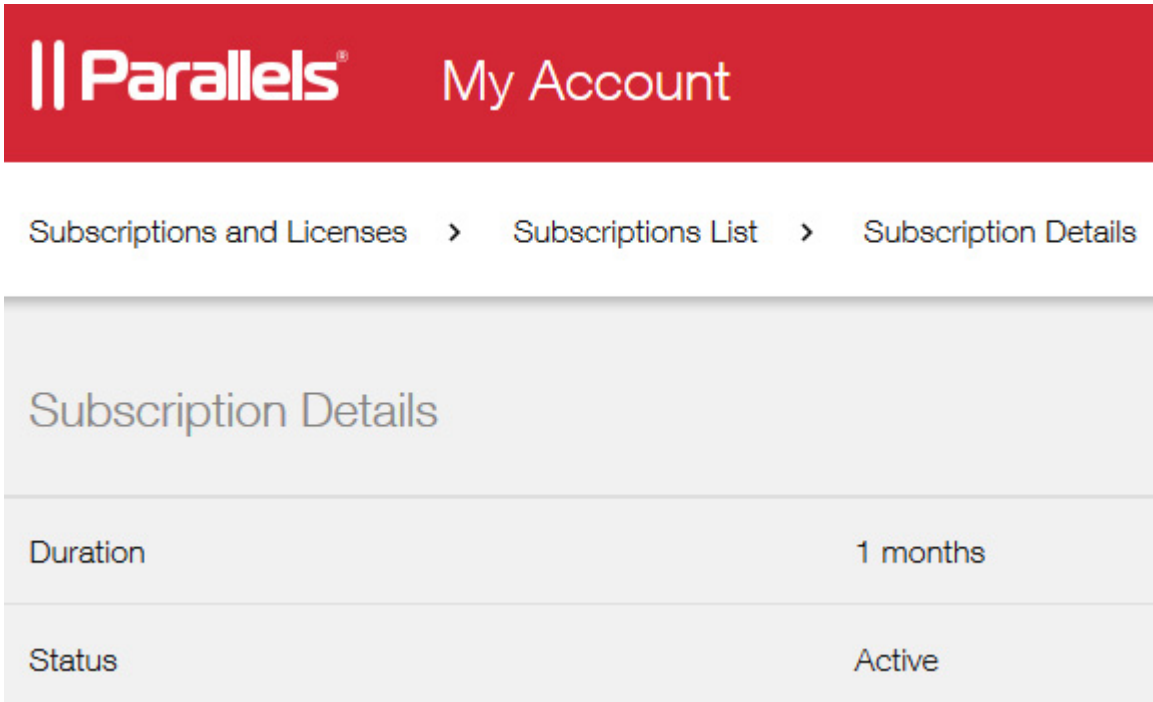
The screenshot shows the Parallels My Account interface. At the top, there is a red navigation bar with the Parallels logo, 'My Account', a user profile for 'PDB User', and a menu icon. Below the navigation bar, a breadcrumb trail reads 'Subscriptions and Licenses > Subscriptions List > Subscription Details'. The main content area is titled 'Subscription Details' and includes a 'Reference Number 5'. The details are presented in a table-like format:

Duration	1 months
Status	Active
Auto-renew	On Disable auto-renewal
Activation/Start date	11/3/2015
Next billing date	12/3/2015

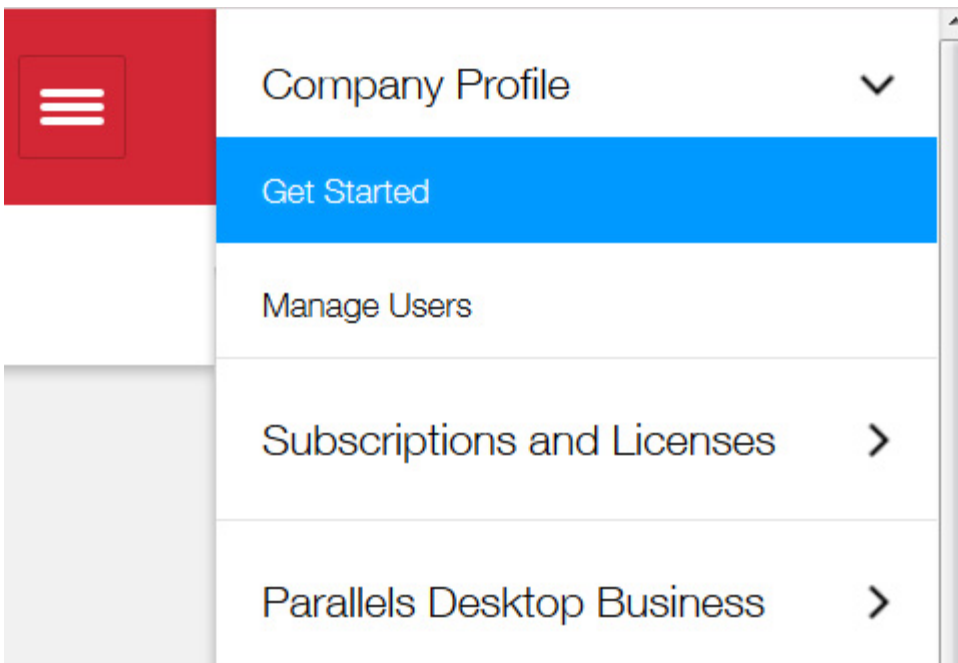
- 4 In addition to viewing subscription details on this page, you can perform the following administration tasks:
- Disable (or enable) auto-renewal of your subscription.
 - Change your payment options.
 - See the details about Parallels product(s) included in this subscription.
 - Open another page where you can manage computers that use the license key(s) included in the subscription.

You can read more about the above tasks in the sections that follow this one.

- To return to the **Subscription List** page, click **Subscription List** in the navigation bar, which is located under the page header (in this example it's Subscriptions and Licenses > Subscription List > Subscription Details).



- To return to the **Get Started** page at any time, click the  icon next to your user name to open the side menu. In the side menu, click **Company Profile > Get Started**.



View Product Details

To view the Parallels product(s) included in a subscription:

- 1 Open the **Subscription Details** page (see the previous topic) and click **Details** in the **Products** section, as shown in the screenshot below.

Note: If you don't see the **Details** link on your screen, it means that sublicensing (which is a part of the **Product Details** page) has not been activated for your account yet. You will be notified in a separate email from Parallels when sublicensing becomes available for your account.

Keys		Keys: 1
License key 1	00NJ0W-46NPKM-XXXXX-XXXXX-XXXXX	
Products		Products: 1
Parallels Desktop for Business	3 computers Manage computers	Details

- 2 The product details page opens:

|| Parallels®
My Account

 PDB User ▼

Subscriptions and Licenses > Subscriptions List > Subscription Details > Parallels Desktop for Business

Product Details

Product	Parallels Desktop for Business	
License Key	00NJ0W-46NPKM-XXXXX-XXXXX-XXXXX	Will renew on 12/3/2015
Total number of licenses	3	Change
Licenses used	1	Manage

In the upper portion of the page, you can view the name of the Parallels product included in this subscription (e.g. Parallels Desktop for Business), the license key and the automatic renewal date, the total number of licenses, and the sublicense information if the main license has them.

On this page, you can add more licenses to a subscription and change your billing options. You can also create and modify sublicenses. Read on to learn how to manage your licenses and sublicenses.

Add More Licenses to a Subscription

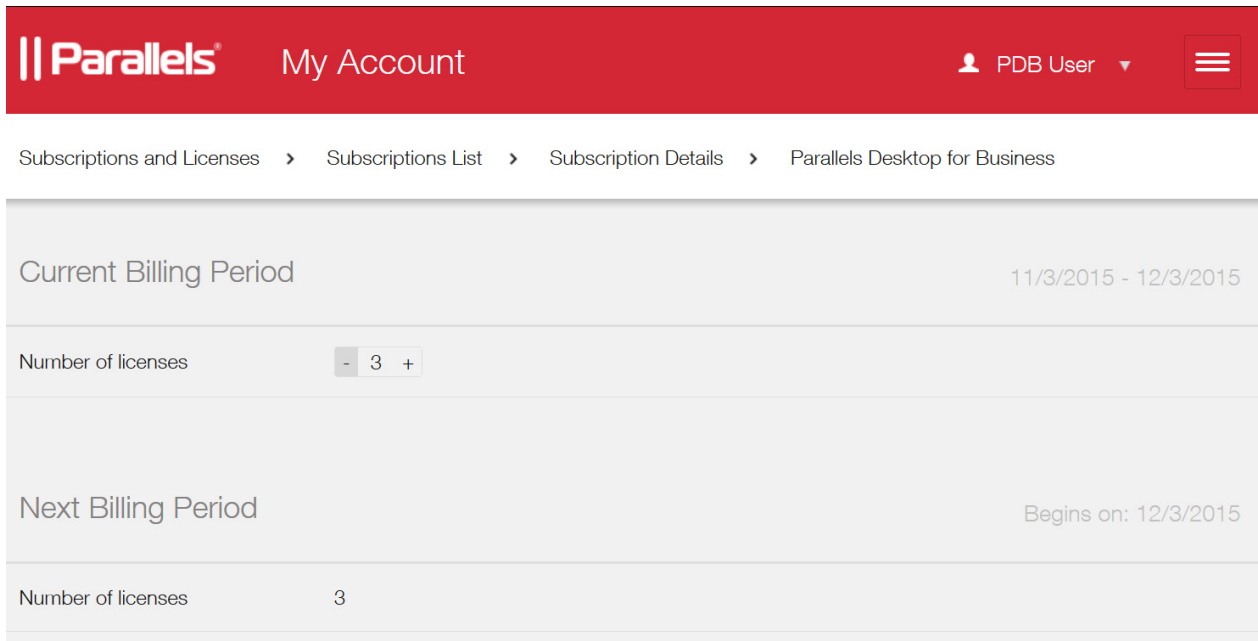
To add more licenses to a subscription:

- 1 On the product details page (see **View Product Details** (p. 13)), click the **Change** link located on the **Total number of licenses** row, as shown on the screenshot below.

The screenshot shows the 'My Account' page for Parallels Desktop for Business. The navigation bar includes the Parallels logo, 'My Account', a user profile for 'PDB User', and a menu icon. The breadcrumb trail is: Subscriptions and Licenses > Subscriptions List > Subscription Details > Parallels Desktop for Business. The main content area is titled 'Product Details' and contains a table with the following information:

Product	Parallels Desktop for Business		
License Key	00NJOW-46NPKM-XXXXX-XXXXX-XXXXX	Will renew on 12/3/2015	
Total number of licenses	3	Change	
Licenses used	1	Manage	

- 2 The **Parallels Desktop for Business** page opens:



Subscriptions and Licenses > Subscriptions List > Subscription Details > Parallels Desktop for Business

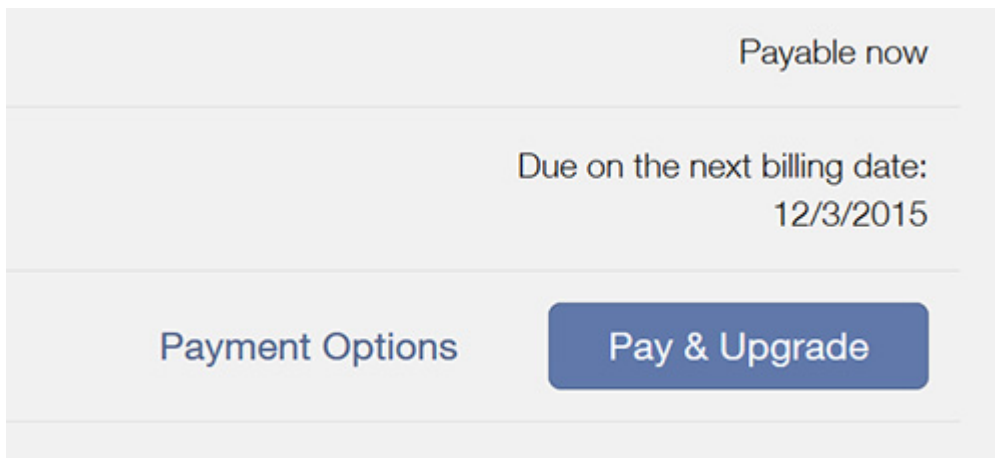
Current Billing Period 11/3/2015 - 12/3/2015

Number of licenses - 3 +

Next Billing Period Begins on: 12/3/2015

Number of licenses 3

- 3 Use the plus sign icon on the **Number of licenses** row to add more Parallels Desktop for Business licenses to your subscription. When you do, the **Pay & Upgrade** button becomes enabled. Click the button to pay for additional licenses online for immediate availability.



Payable now

Due on the next billing date:
12/3/2015

Payment Options Pay & Upgrade

- 4 To change payment options, click the **Payment Options** link. This will open a secure form where you can make the desired changes.

Create and Manage Sublicenses

You can split your Parallels Desktop Business Edition license into sublicenses. A sublicense is a virtual license that is linked to the master license but has its own attributes, including its own sublicense key, the total number of individual licenses, and its own expiration date.

If you have Mac users in your company to whom you don't want to give your master license key (e.g. temporary workers, consultants, employees in a remote office), you can create one or more sublicenses for them from your master license. For example, if you have consultants working on a contract basis, you can create a sublicense key for them with the expiration date matching the contract duration. At the end of the contract, the sublicense expires and the licenses that were allocated to it go back to your master license pool.

To create a sublicense:

- 1 On the **Product Details** page (see **Viewing Product Details** (p. 13)), click the **Create a Sublicense** button (the screenshot below shows the lower portion of the **Product Details** page with the button).

Sublicenses						Sublicenses: 2
Name/Key	Max lic.	Used	Remains	Dynamic	Expires on	
Sublicense 1 E7WRRW-2X6NX7-XXXXX-XXXXX-XXXXX	1	0	1	Yes	12/3/2015	Edit
Sublicense 2 Y07WZE-3R66X1-XXXXX-XXXXX-XXXXX	1	0	1	Yes	11/29/2015	Edit
	Total:	2	0	2		

Create a Sublicense

- The **New Sublicense** dialog opens.

New Sublicense

Name:

Number of licenses: Total licenses: 3; available for allocation: 0

Allocation type: Allow to compete for the licenses on the go Reserve the licenses

Expires: With the subscription (12/3/2015) On date:

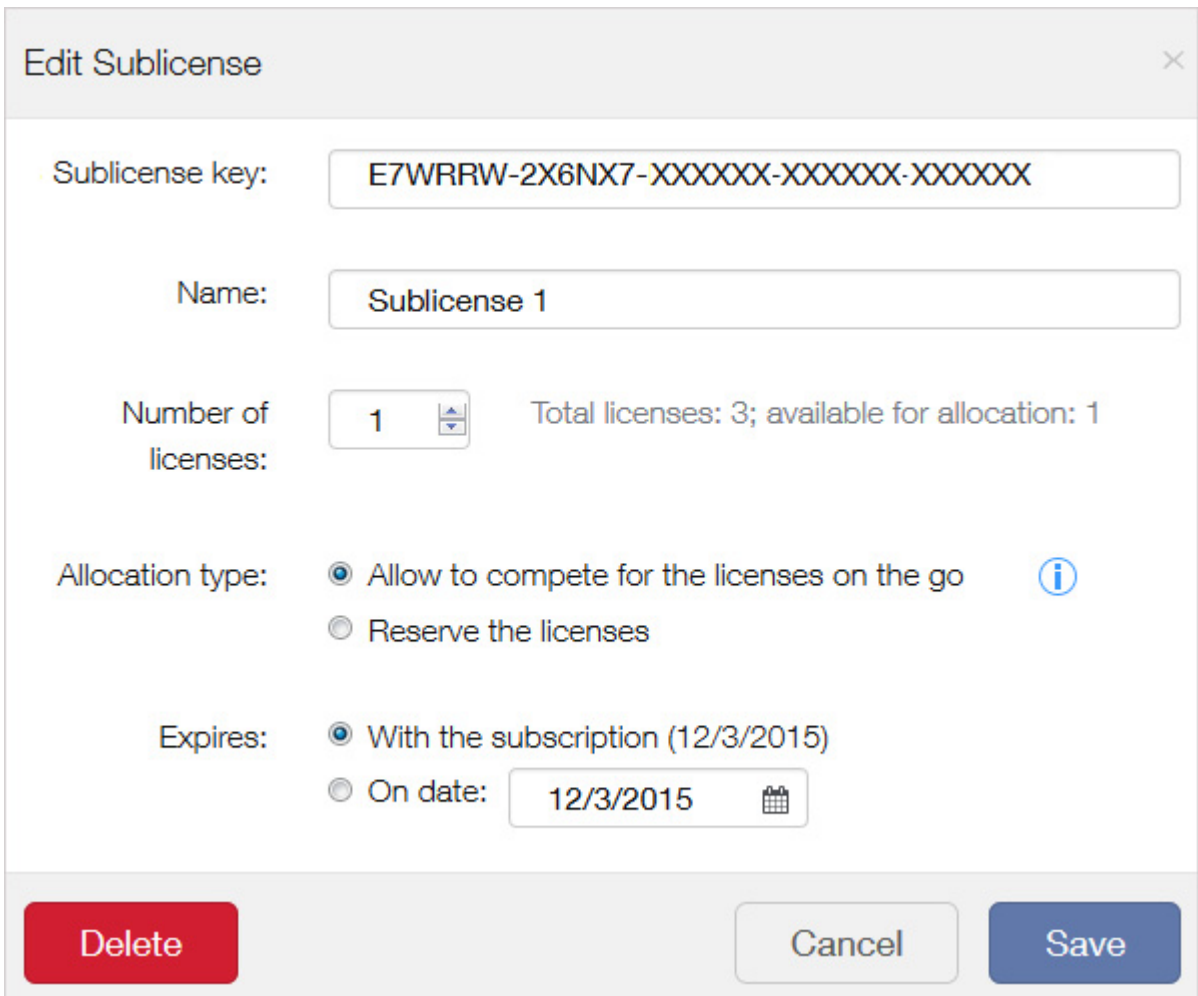
- Enter the name for the new sublicense, the total number of licenses that it should contain (limited by the total number of licenses in your subscription), and the sublicense expiration date.

The **Allocation type** section allows you to choose dynamic or reserved allocation of licenses:

- Dynamic allocation** enables users of a sublicense to use allocated licenses as needed. Unused licenses remain in the main license pool, which is linked to the master subscription license key, and can be distributed from there to other sublicenses.
- Reserved allocation** allows reserving all the allocated licenses exclusively for this particular sublicense. None of the licenses (including unused ones) are available in the main license pool, which is linked to the master subscription license key, or in other sublicenses.

- When done, click **Create** to create a sublicense.

- 5 To modify a sublicense, click the **Edit** link (see the first screenshot in this topic), which opens the **Edit Sublicense** dialog:



Edit Sublicense

Sublicense key: E7WRRW-2X6NX7-XXXXXX-XXXXXX-XXXXXX

Name: Sublicense 1

Number of licenses: 1 Total licenses: 3; available for allocation: 1

Allocation type: Allow to compete for the licenses on the go Reserve the licenses

Expires: With the subscription (12/3/2015) On date: 12/3/2015

Delete Cancel Save


- 6 On the **Edit Sublicense** page, you can modify the sublicense properties or delete the sublicense if needed.

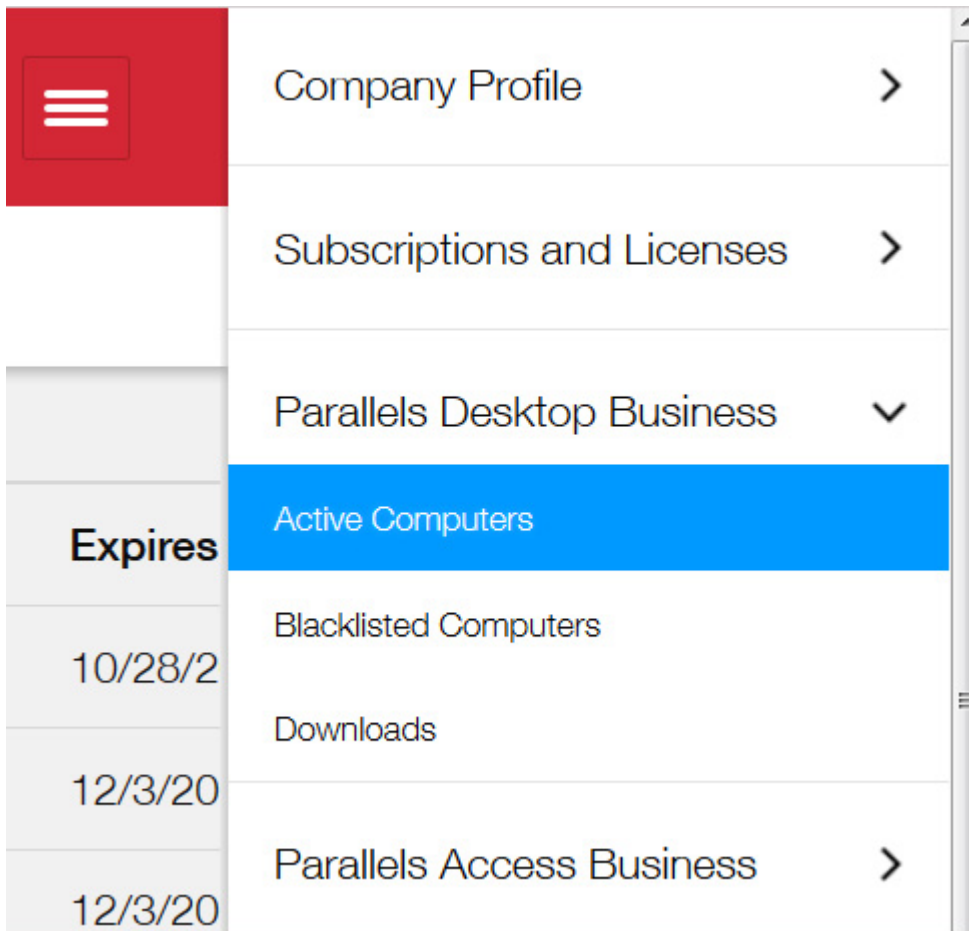
Manage Licensed Computers

After you install and activate Parallels Desktop Business Edition on Macs in your organization, your Parallels business account is updated with the information about these computers.

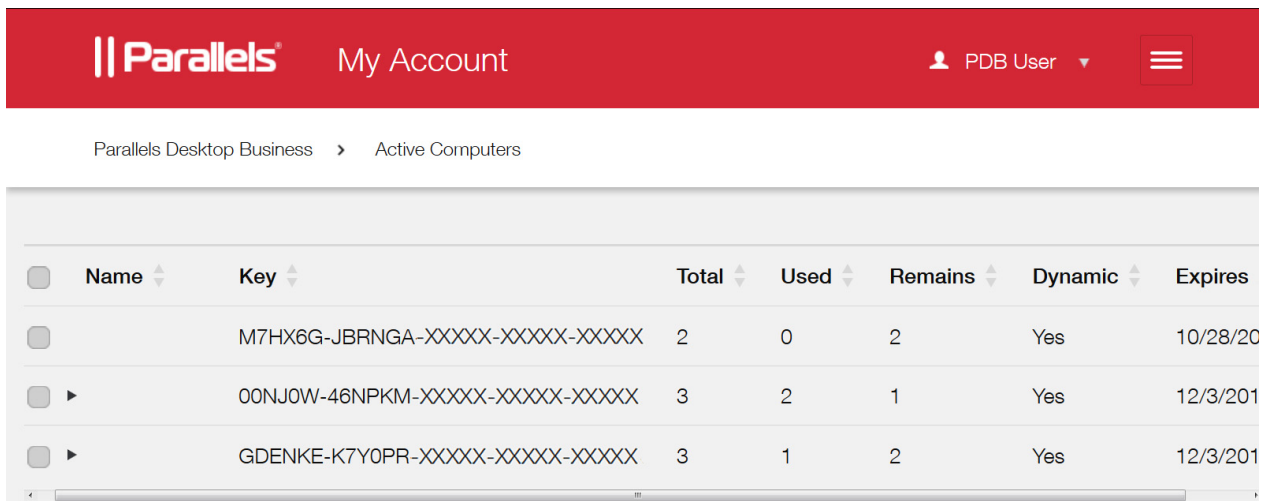
Note: You can install and activate Parallels Desktop Business Edition on Macs manually or you can mass deploy it using the special software package that you can download from the Parallels website. The deployment and configuration procedures are described in detail in the Parallels Desktop Business Edition documentation.

To view the computer information:

- 1 Click the  icon next to your user name to open the side menu. In the side menu, click **Parallels Desktop Business > Active Computers**:



- 2 The **Active Computers** page opens.



- 3 The upper section of the page (the screenshot above) contains the list of license keys registered to your account. If a key was split into sublicenses, it will have a black arrow icon before the **Name** column. Click the arrow to display the sublicense keys.

The screenshot shows the Parallels My Account interface. At the top, there is a red header with the Parallels logo, 'My Account', and a user profile 'PDB User'. Below the header, there is a breadcrumb trail: 'Parallels Desktop Business > Active Computers'. The main content is a table with the following columns: Name, Key, Total, Used, Remains, and Dynamic. The table contains four rows. The second row has a black arrow icon before the 'Name' column, indicating it is expanded to show two sublicense rows below it.

<input type="checkbox"/>	Name	Key	Total	Used	Remains	Dynamic
<input type="checkbox"/>		M7HX6G-JBRNGA-XXXXX-XXXXX-XXXXX	2	0	2	Yes
<input type="checkbox"/>	▼	00NJ0W-46NPKM-XXXXX-XXXXX-XXXXX	3	2	1	Yes
<input type="checkbox"/>	Sublicense 2	Y07WZE-3R66X1-XXXXX-XXXXX-XXXXX	1	0	1	Yes
<input type="checkbox"/>	Sublicense 1	E7WRRW-2X6NX7-XXXXX-XXXXX-XXXXX	1	0	1	Yes

- 4 To view the computers that use a given license key to run Parallels Desktop, select the checkbox at the beginning of the key row. The computer list is displayed in the lower portion of the screen.

The screenshot shows the Parallels interface with a selected license key. The top part shows a table with columns: License, Total, Used, Remains, and Dynamic. The second row is selected, and a red vertical bar highlights it. Below this, there is a search bar and a table of computers. The table has columns: License, Hostname, Serial Number, Last Contact Date, and User. The selected license key is '00NJ0W-46NPKM-XXXXX-XXXXX-XXXXX'.

<input type="checkbox"/>	License	Total	Used	Remains	Dynamic
<input type="checkbox"/>	D7C3A8-H3KNYT-XXXXX-XXXXX-XXXXX	1	0	1	Yes
<input checked="" type="checkbox"/>	00NJ0W-46NPKM-XXXXX-XXXXX-XXXXX	3	2	1	Yes
<input type="checkbox"/>	004BTC-WJ302Z-XXXXX-XXXXX-XXXXX	3	10	-7	Yes

<input type="checkbox"/>	License	Hostname	Serial Number	Last Contact Date	User
<input type="checkbox"/>	00NJ0W-46NPKM-XXXXX-XXXXX-XXXXX	MacBook-Air.local	C02H51GXXXXX	2015-11-03 15:20:13	na
<input type="checkbox"/>	00NJ0W-46NPKM-XXXXX-XXXXX-XXXXX	dhcp-10-10-31-48	DGKKG09XXXXX	2015-11-03 14:31:25	na

- 5 You may need to scroll the page horizontally to see all columns in the computer list. You can also click the **Show / Hide Columns** button to select only the rows you want displayed.

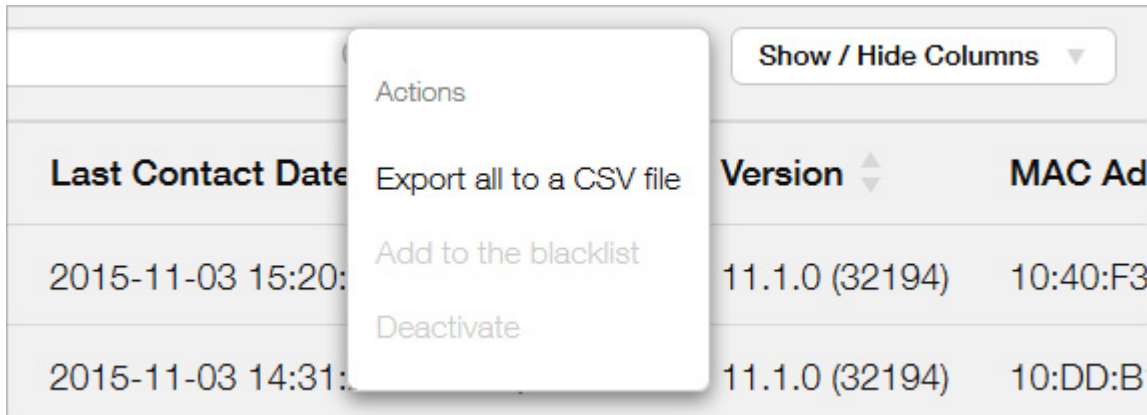
- 6 The **Actions** drop-down menu allows you to:

- Export the computer list to a CSV file.
- Blacklist a computer.
- Deactivate a license on a computer.

Read on to learn how to use these actions.

Export Computer Information to a CSV File

To export the complete computer information table to a CSV file, click the **Actions** drop-down menu and select **Export all to a CSV file**.

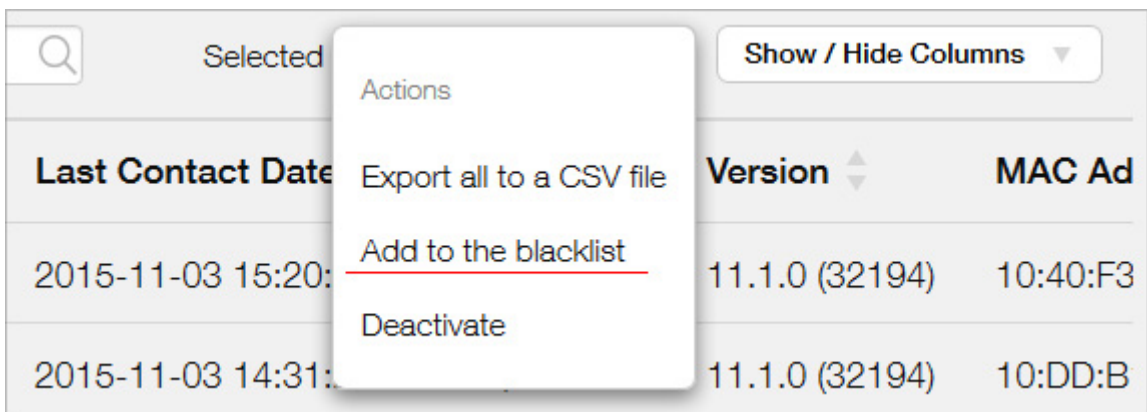


Last Contact Date	Version	MAC Ad
2015-11-03 15:20:	11.1.0 (32194)	10:40:F3
2015-11-03 14:31:	11.1.0 (32194)	10:DD:B

Blacklist a Computer

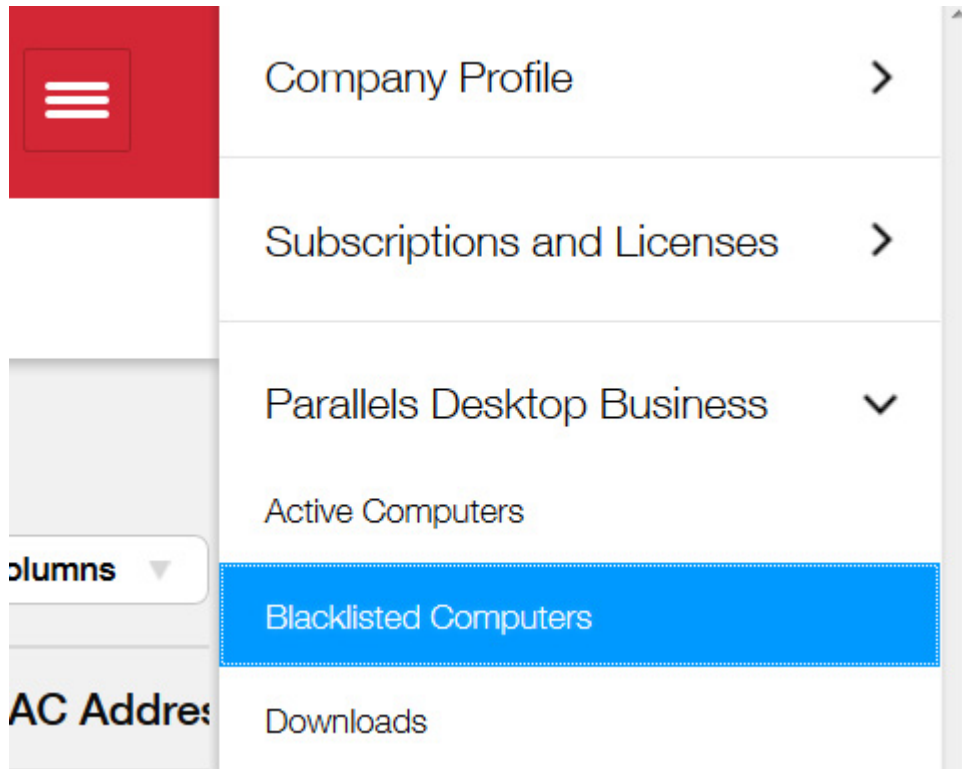
You can blacklist a computer that has an active version of Parallels Desktop installed. When you blacklist a computer, the license is deactivated on it permanently. This means that the same license key cannot be used to reactivate Parallels Desktop Business Edition on the computer later.

To blacklist a computer, select it and then click **Actions > Add to blacklist**.

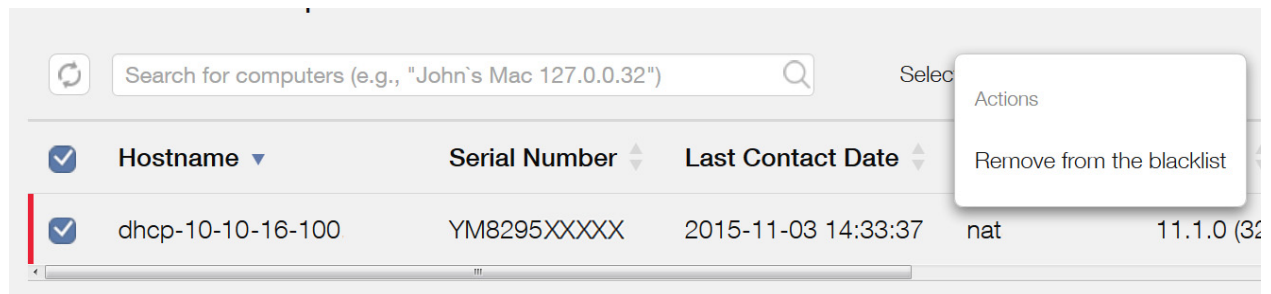


Last Contact Date	Version	MAC Ad
2015-11-03 15:20:	11.1.0 (32194)	10:40:F3
2015-11-03 14:31:	11.1.0 (32194)	10:DD:B

To view the list of blacklisted computers, click the  icon next to your user name to open the side menu. In the side menu, click **Parallels Desktop for Business > Blacklisted Computers**.

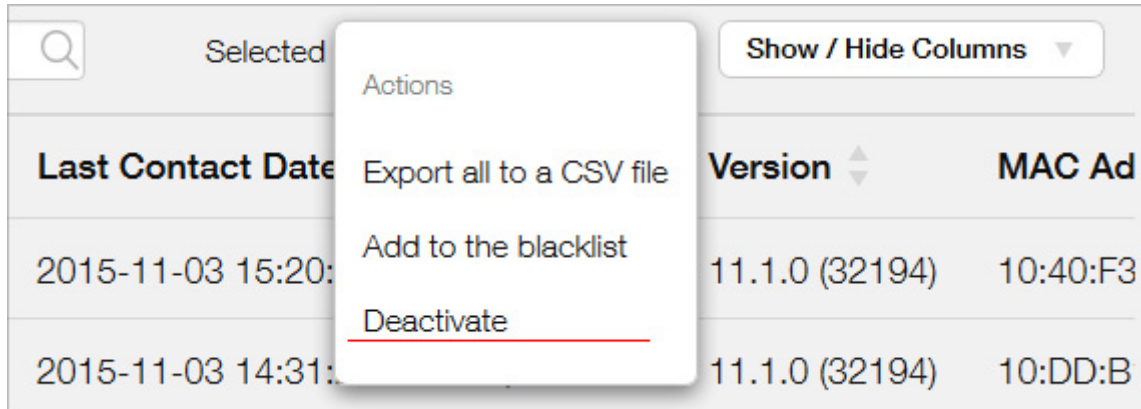


To remove a computer from the list of blacklisted computers, select the computer and then click **Actions > Remove from the blacklist**.



Deactivate Parallels Desktop License on a Mac

Deactivating a Parallels Desktop license on a Mac computer disables Parallels Desktop on it. To deactivate a license on a Mac, select it and then click the **Actions** > **Deactivate**.



The screenshot shows a table with columns: Last Contact Date, Version, and MAC Ad. An 'Actions' menu is open over the first row, with 'Deactivate' highlighted. The table contains two rows of data.

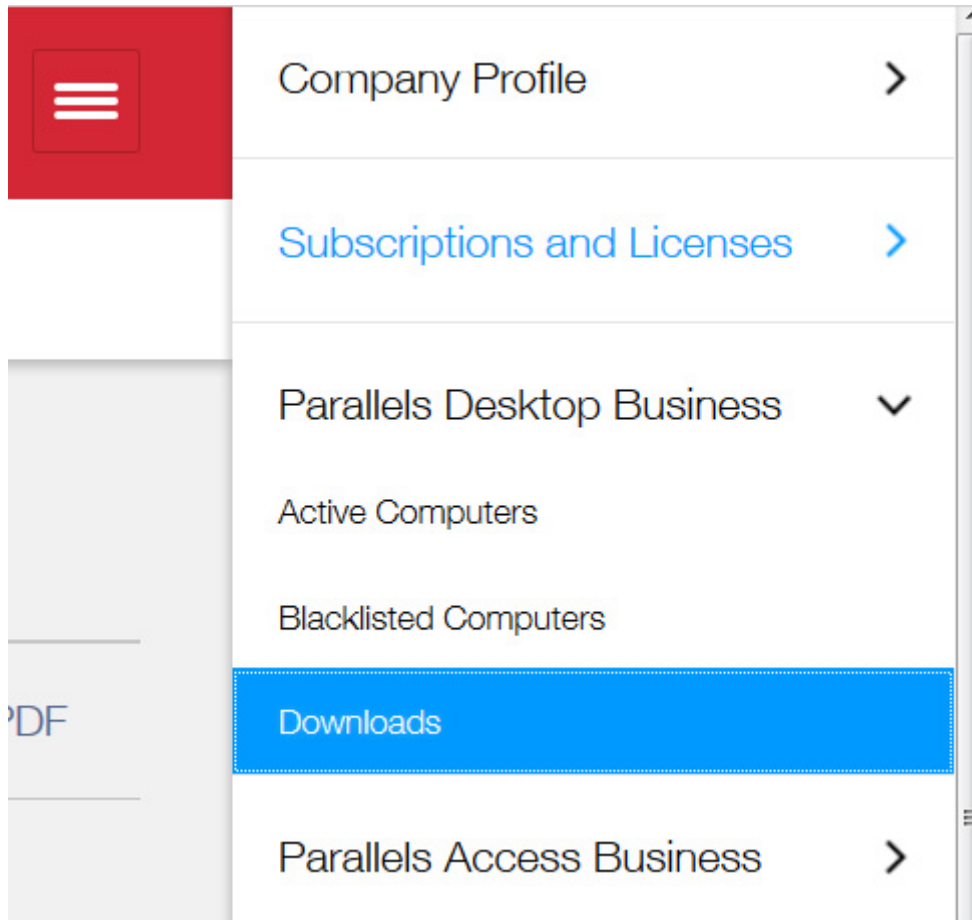
Last Contact Date	Version	MAC Ad
2015-11-03 15:20:	11.1.0 (32194)	10:40:F3
2015-11-03 14:31:	11.1.0 (32194)	10:DD:B

Note: Parallels Desktop Business Edition will continue to run on the affected computer until the computer checks in with the licensing server. This could be anywhere from a few minutes to seven days. If you want to deactivate the license on a computer immediately, you can log into it and run the following command in Terminal:

```
prlsrvctl deactivate-license
```

Download Parallels Desktop and Documentation

To open the **Download** page, open the side menu and click **Parallels Desktop Business > Downloads**.

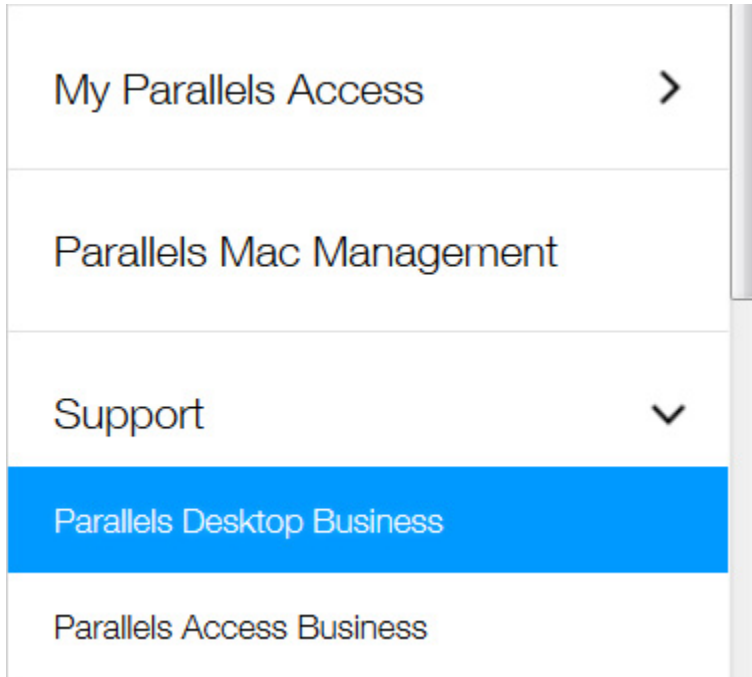


The **Download** page contains links to Parallels Desktop Business Edition and the documentation. To download the desired version of Parallels Desktop, click the corresponding **Download** button. To view the documentation in the browser, click **PDF**. To download the documentation, right-click **PDF** and then click "Save Link As" or "Save Target As" depending on the browser you are using.

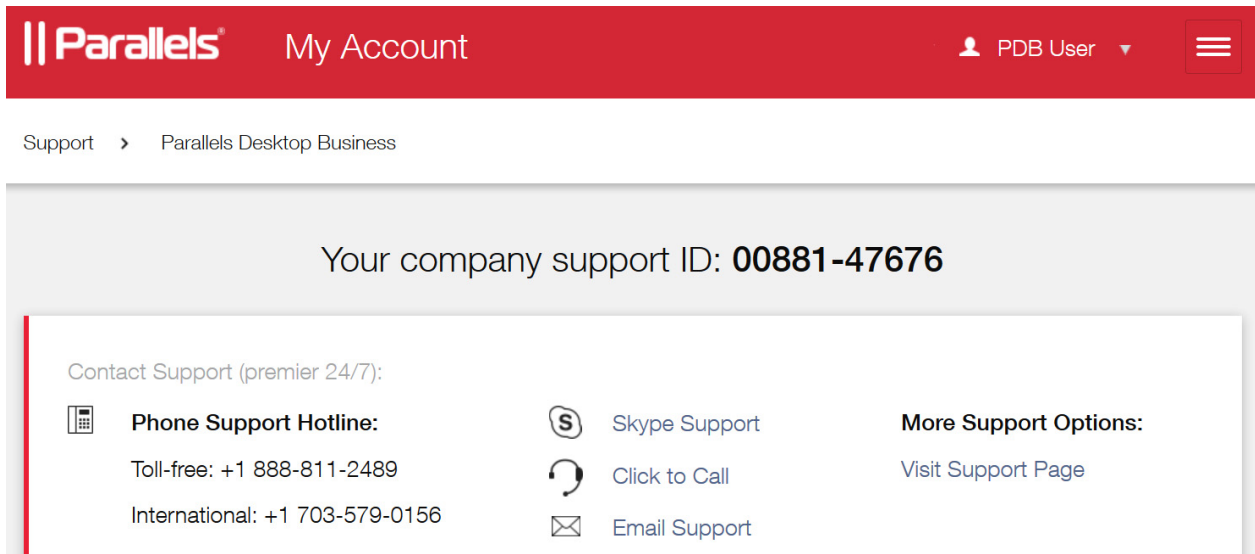
Get Support

The **Support** page provides Parallels contact information that you can use to talk to or email with Parallels Support. The page also provides download links to the Parallels Desktop documentation.

To open the **Support** page, open the side menu and click **Support > Parallels Desktop Business**.



At the top of the **Support** page, you'll see the support ID assigned to your company. You'll need this ID when contacting Parallels support.



Parallels My Account PDB User

Support > Parallels Desktop Business

Your company support ID: **00881-47676**

Contact Support (premier 24/7):

Phone Support Hotline:
Toll-free: +1 888-811-2489
International: +1 703-579-0156

Skype Support
Click to Call
Email Support

More Support Options:
[Visit Support Page](#)