



Upgrading a Parallels Remote Application Server license to version 15 and higher

- Parallels Remote Application Server 14.0
- Parallels Remote Application Server 12.0

A Parallels business account is required to manage the Remote Application Server license. When upgrading to Parallels Remote Application Server version 15.x and higher, the license information will be migrated to the Parallels Business Account Portal. This will replace the old 2X Partner-Relationship-Management (PRM) System which was used for Remote Application Server legacy versions.

To upgrade the license to v15.x and higher, follow these steps:

1. If you are running a legacy version of Parallels Remote Application Server (i.e. v14.1 and lower), download and install the newer Remote Application Server version (v15.x onwards)
2. Upon start-up, Remote Application Server v15.x/ v16 prompts the Administrator to log in to an existing or create a new Parallels business account.
3. After successful sign-in or sign-up, the license information requires re-validation and migration. This process starts automatically.
4. The migration procedure in Remote Application Server v15.x/ v16 runs automatically and does not require any user intervention.
5. Upon completion of the migration process, you can view your new subscription assets in the **Subscriptions and Licenses > All Subscriptions > Subscription** details page of the Parallels Business Account Web Portal.

- ◆ Auto-renewal status: Non-renewable
- ◆ Expiration date instead of Next billing date
- ◆ Disable/Enable auto-renewable is not available
- ◆ Upgrade Support Level is not available
- ◆ Changing the number of licenses (adding more licenses) is not possible
- ◆ Displaying Order History is not possible
- ◆ Changing Payment Option is not possible
- ◆ Sublicenses – Enabled
- ◆ Renewal fee - N/A

Note: The information below is valid for v15.0 and higher :

Current license	Upgrade options	Action plan
RAS 14 or earlier valid permanent license, without valid upgrade insurance plan, and	License cannot be converted. RAS 15 displays a notification explaining you are not eligible for automatic free upgrade to RAS	You should stay on your current version unless you buy a pre-paid subscription or permanent subscription for v15.

Current license	Upgrade options	Action plan
without valid support plan.	15.	
RAS 14 or earlier valid permanent license, with a valid upgrade insurance plan, but without valid support plan	You can upgrade to an RAS 15 permanent subscription with the same total amount of licenses.	You can upgrade to an RAS 15 subscription before or once the upgrade insurance expires. (You can purchase additional licenses and renewal of support / upgrade insurance from Parallels Sales).
RAS 14 or earlier valid permanent license, with a valid support plan, but without valid upgrade insurance plan	License cannot be converted. RAS 15 displays a notification explaining you are not eligible for automatic free upgrade to RAS 15.	You should stay on your current version unless you purchase a pre-paid subscription or permanent subscription for v15. You are eligible for support until the legacy version reaches End of Support - further information can be found here
RAS 14 or earlier valid permanent license, with a valid upgrade insurance plan and valid support plan	You can upgrade to an RAS 15 permanent subscription with the same total number of licenses.	You can upgrade to an RAS 15 subscription (before or once the upgrade insurance expires). You can purchase additional licenses and renewal of support / upgrade insurance from Parallels Sales. You are eligible for support until the legacy version reaches End of Support. Further information can be found here .
RAS 14 or earlier valid subscription	The license can be upgraded to an RAS pre-paid non auto-renewable subscription with the same total number of licenses and activation/expiry dates.	You should contact Parallels Sales for renewal of subscriptions, purchase of additional licenses, or conversion to Parallels Premium support.