



Updated requirements for NFR licensed Parallels Remote Application Server Farms

- Parallels Remote Application Server

Introduction

Starting from June 1, 2021, Not For Resale (NFR) license keys are no longer valid for use with an unsupported Parallels Remote Application Server (RAS) version. NFR license keys will continue to be valid for all officially supported Parallels RAS versions.

Symptoms

Administrators using unsupported NFR licensed Parallels RAS Farms will be notified, via Parallels RAS email notifications and directly from the Parallels RAS Console and Management Portal, to upgrade to a supported Parallels RAS version. Failure to upgrade in the allocated time (starting from now until due date) may lead to a deactivation of the unsupported Parallels RAS Farm.

Note: Parallels RAS notifications relating to unsupported NFR licensed Parallels RAS Farms are available for Parallels RAS 18.1 and above.

Description

NFR licensed Parallels RAS Farms are required to be running a supported Parallels RAS version. This ensures our customers or partners making use of NFR licenses to take full advantage of Parallels RAS new features and security updates. For an updated and detailed list of Parallels RAS supported versions please see the Parallels RAS lifecycle announcements <https://kb.parallels.com/123002>.

Note: This restriction applies only to NFR licensed Parallels RAS Farms and does not affect customers using a paid license such as Subscription, SPLA or Perpetual license, although all customers are recommended to keep their Parallels RAS Farms on supported versions.

Resolution

To ensure no disruptions, partners or customers using unsupported NFR licensed Parallels RAS Farms are strongly recommended to upgrade to a supported Parallels RAS version prior due date.

Note: In case unsupported NFR licensed Parallels RAS Farms are still in operation even after due date, an additional 30-day grace period, starting from the due date, is provided, giving enough time for Administrators to upgrade to a supported Parallels RAS version.

In case unsupported NFR licensed Parallels RAS Farms are still not upgraded even during the provided 30-day grace period, Parallels RAS Farm is deactivated. In this case, an upgrade to a supported version is required prior to reactivating the NFR licensed Parallels RAS Farm.

Please see <https://kb.parallels.com/en/125162> for the step-by-step upgrade procedure or contact Parallels support team for further assistance from <https://www.parallels.com/products/ras/support/>.

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