Parallels Technical Support Guide

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Feedback

If you have found an error in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at: https://cscontact.parallels.com/form/25/. Please include in your feedback message the following information: guide's title, chapter and section titles and the fragment of text in which you have found an error.

About This Guide

This document is intended for all Parallels customers with product- or license-related issues to resolve. This guide is intended to provide a better understanding of how the Parallels Support team works to resolve issues in a timely manner and with minimal effort on your part.

About The Parallels Support Team

As the face of the company, the Parallels Support Team is an integral part in ensuring the success of our customers. We provide exceptional service 24 hours a day, 7 days a week, 365 days a year. We strive to bring high value to our customers in resolving their support and business needs. The Parallels Support Department is a team of highly skilled specialists. We employ more than 200 people in different offices around the world. Together with our customers, we work each day to improve our service. Our technical experience grows through regular product training of Parallels products and certification programs for the platforms and operating systems of our products. This allows us to provide solutions based on industry standards, best practices, and certified knowledge you can trust. Our motto is, "Parallels can only be as successful as our customers." We take pride in providing our clients with timely, helpful, and efficient support.

Getting Started with Parallels Support. Free Support Resources

To understand all of the advantages of the Parallels Support Portal and to use all Parallels Support tools to the fullest extent please follow the link: http://www.parallels.com/support/. Before contacting the Parallels Support Team, we recommend that you check our free-of-charge self-service options, such as Product Documentation, Parallels Knowledge Base, Community Blogs, and Parallels Forums.

Product Documentation

Documentation for Parallels products can be found on according Parallels Support page:

Parallels Desktop for **Mac**: http://www.parallels.com/products/desktop/support/

Parallels Desktop for **Mac Business Edition**: https://www.parallels.com/products/business/support/

Parallels Access: https://www.parallels.com/products/access/support/

**Parallels Mac Management**: https://www.parallels.com/products/mac-management/support/

Important: Prior to installing any Parallels product, we recommend that you review the respective product documentation, system requirements and release notes.

Knowledge Base

Parallels Knowledge Base (http://kb.parallels.com/) contains known solutions for the most frequent questions and issues. The Knowledge Base is regularly updated with new cases and resources as they become available. It is recommended that customers check back often for updates.

In the Knowledge Base, you can search for a solution by simply typing a key phrase related to your question or product problem. To create a more defined search, you may want to utilize the dropdown menus to be more targeted.
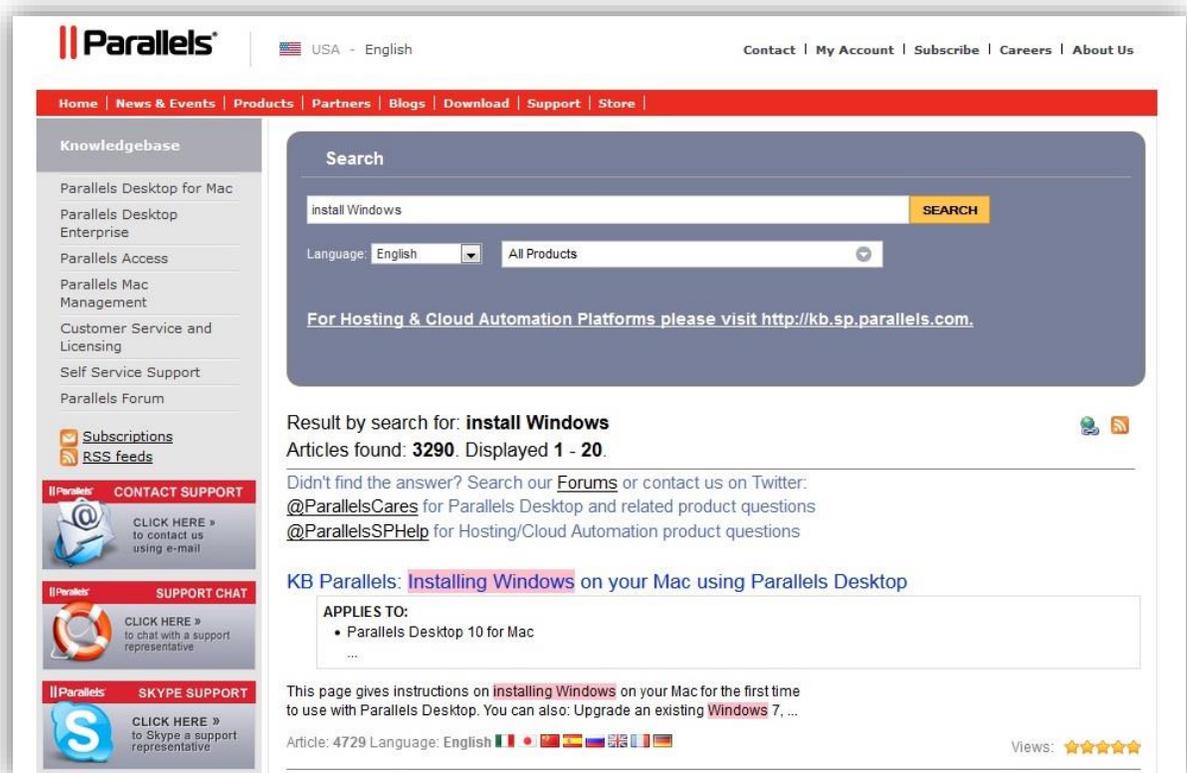
Community Blogs

You can get the inside scoop on what's going on in the Parallels Universe and learn more about industry happenings by reading our company blogs at http://blogs.parallels.com/consumertech/.

Discussion Forums

If you want to discuss your issue with other Parallels customers, share your experience or receive answers from our technicians, you can do so at our Parallels Forums. Parallels Developers also highly participate in forum discussions. Just register and enjoy live communication with other forum users at https://forum.parallels.com/.

Parallels Support Programs

In case none of the solutions provided in our free support resources have helped you resolve your issue, you can ask Parallels Support Team for help. Parallels offers a variety of support options and programs. These support programs will give you the ability to contact Parallels Support Team via online form, chat, ticket or phone. Additional programs are available to request product installation or upgrade depending on the support program that you have purchased.

Parallels Support Programs Overview

Please review Parallels Support options below to find the support program that best suits your needs:

• **Per Incident Support.** Parallels offers per-incident support at the rates depending on the product and the type of incident. An incident is defined as a single support issue that cannot be divided into multiple sub-requests. An incident can span multiple communications including both e-mail and phone conversations. Once your order has been received and processed, one of Parallels Desktop Support Engineers will contact you to assist you with your concern. More information on per-incident support and rates can be found at http://www.parallels.com/external/products/pd/buy-phone-support/.

• **Parallels Product Installation**. All Parallels Desktop products come with free phone and chat support for 30 days after registration. Email support is available for up to 2 years from the product release date.

• **Parallels Products Business Edition Premier Support**. Business-level support including 24/7 phone and email support options. Additional terms of Premier Support are to be discussed individually. Contact Parallels Sales Team for more information: usentsales@parallels.com.

Note: none of the support options listed above includes administrative tasks. All administrative tasks are out of Parallels products scope and must be fulfilled by the system administrator.

Support Request Policies

In this section, you can find information on the one-ticket-per-issue policy, and support code.

One Ticket - One Issue Policy

According to general support rules, our customers should create separate tickets for each individual issue or question they have. It is often difficult to trace the status of the original problem when various independent requests are mixed in a single thread. A "one ticket - one issue" method helps our team to process support requests in a more efficient way.

Support Code

A support code is a 10-digit number divided into 5-character blocks, which is generated and stored in your Parallels account from the moment you register your Parallels Desktop license key. Please use your Support code (looks like xxxx-xxxx or xxxxx-xxxxx) instead of a license key number on the support webform when submitting a ticket.

You can obtain your support code in your Parallels account at https://account.parallels.com/, click on 'Support', and then switch to 'Parallels Desktop' tab.

Parallels Mac Management customers may request support code from corresponding Sales representative. Active **Parallels Mac Management** and **Parallels Desktop** for **Mac Business Edition** customers have unlimited support options for all ways of contact: email, phone and chat.
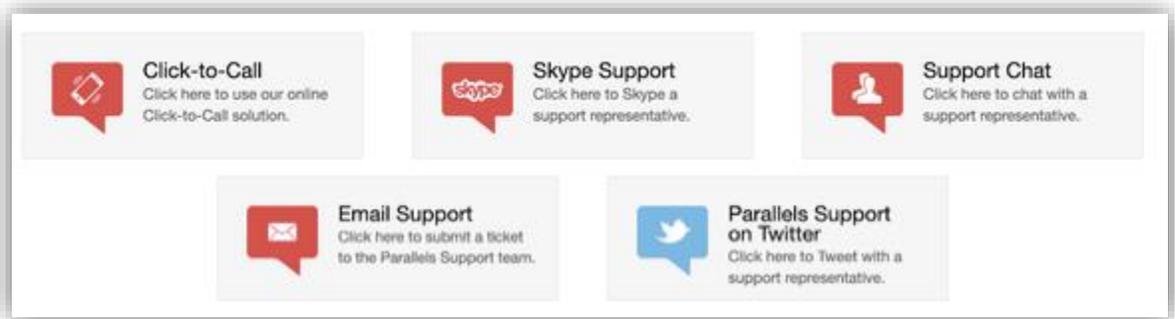
Creating Support Requests

In case none of the provided solutions in our Knowledge Base, Documentation, or the Discussion Forums (pp. 5 - 6) helped you to resolve the issue, please send a request (so-called ticket) to the Parallels Support Team. Prior to sending the request, please read the information in regards to the support request policies.

Submitting Support Request

There are different ways to submit a Support request to Parallels Support Team. You can choose the one that best suits you:

- Create a request on the webform.
- Create a request through Parallels Request Tracker: http://support.parallels.com/
- Submit your request by phone.
- Purchase per-incident support online.
- Submit your request via chat, Skype or 'Click-to-call' solution.

Click-to-Call
Click here to use our online Click-to-Call solution.

Skype Support
Click here to Skype a support representative.

Support Chat
Click here to chat with a support representative.

Email Support
Click here to submit a ticket to the Parallels Support team.

Parallels Support on Twitter
Click here to Tweet with a support representative.

Creating Requests via the Support Webform

You can submit a support request to Parallels Support Team via our webform. Note that Support Code is required for submitting email ticket.

To create a support request via the webform, please follow these steps:

1. On the home page of the Support Portal (http://www.parallels.com/support/) select your product, click on 'Contact us' and then click on 'Email Support' banner. You will be redirected to the 'Create Support Request' page.
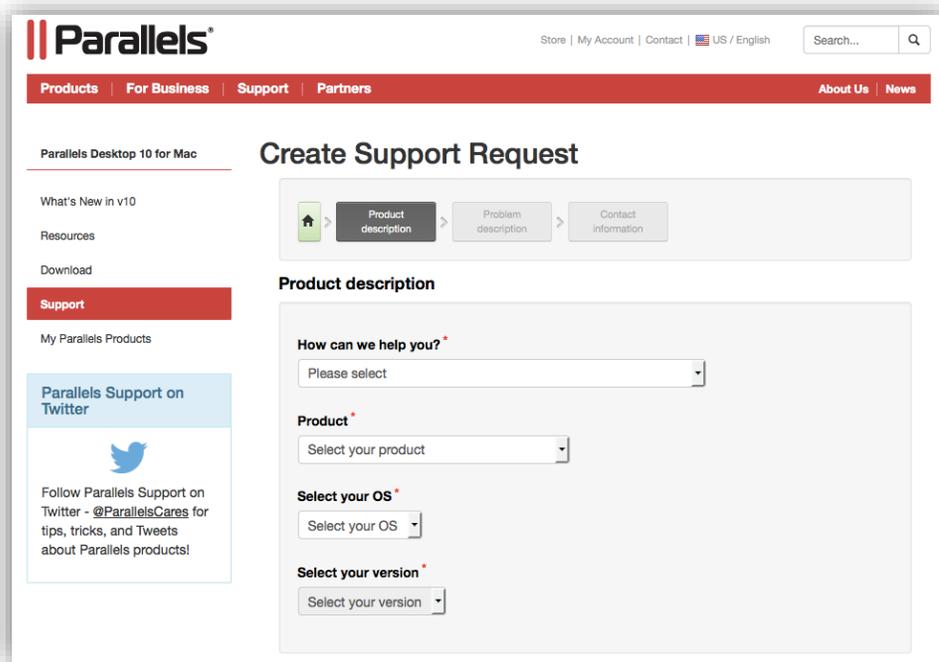
2. On the **Product Description** step you will be requested to submit details of the request, like 'request type', 'product version' etc. You can select predefined answers from the respective dropdown menus. On the next step you will need to enter the issue and specify Problem Report ID (recommended).
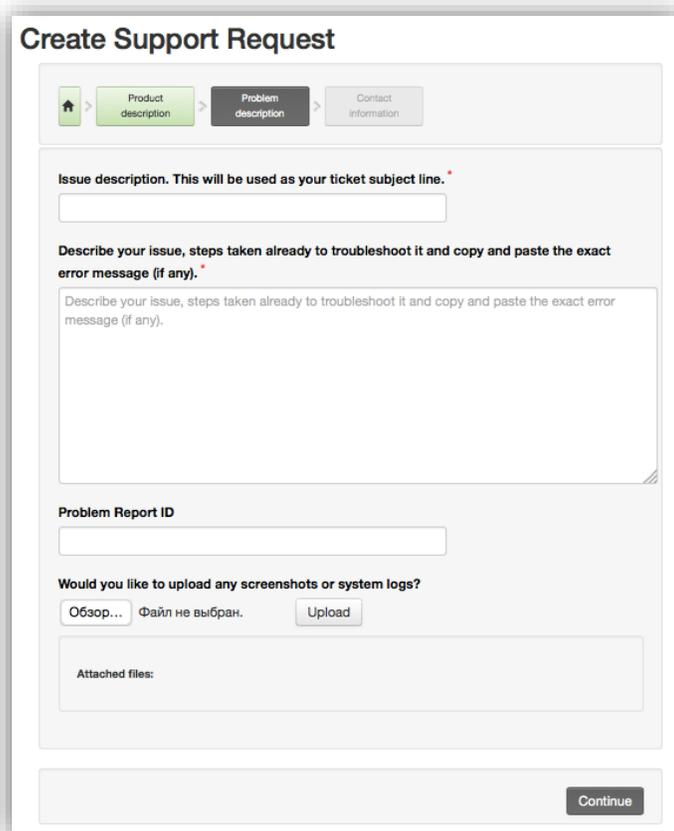
To reduce resolution time and avoid additional contacts from the Support team and to clarify the situation, please provide as much information as you can:

- Issue description.
- Exact error which appears on the screen.
- Problem Report ID submitted while the error is visible on the screen.
- Screenshots (if needed).
- The exact time the error occurred (if applicable).
- Any KB articles that you have already reviewed as part of your troubleshooting process.
- Describe the exact steps of reproducing the issue.
- Describe the latest actions made on the computer before the issue occurred.

3. Describe the steps you tried to take to fix the issue. When you click Continue web service will search for a solution based on your issue description. Please make sure to check the suggested KB articles for a relevant solution. If there was none, please click Continue…

4. Finally on the Contact Information step you can submit the contact information, so Parallels Support Team can contact you regarding the support request. Please also provide a valid phone number and the appropriate call level to allow us communicate with you in the most efficient way. Click 'Submit' to complete the request submission.

Submitting Request by Phone

We provide phone support for questions about product functionality and known issues covered in the **Parallels Knowledge Base** or to receive/provide updates to previously submitted support requests. For support requests not covered by the Knowledge Base or known issues, we encourage you to submit requests via the Support Request Portal. This ensures we have all required information to process your request in a quick manner.

Prior to using our phone support, please make sure:

- You have a valid support code on your product license.
- The phone support is covered by your support contract.

To submit your support request over the phone, use any of the following phone numbers:

+1 (703) 579-0156 - International.

+1 (888) 811-2489 - Toll-free for US and Canada.

If you have already created a ticket on the issue you have, please enter the ticket number when prompted in the call menu.

If you don't have a ticket on this issue, a ticket will be created automatically and its number will be provided to you via email after the call.

Purchasing Per-Incident Support Online

Before purchasing per-incident support, we highly recommend that you take advantage of our Knowledge Base, Documentation, and Forums (pp. 5 - 6). These resources may lead directly to the answers you need.

If none of the aforementioned resources helped you solve the issue and you still require assistance from the Parallels Support Team, you can buy per-incident support at https://www.parallels.com/external/products/pd/buy-phone-support/. After we have confirmed your payment, you will receive an e-mail from our Support system with instructions on how to use the support incident. Please note that once Parallels Support team starts working on the issue, your payment is non-refundable.

Per-incident purchases cannot be credited back to your account and are intended for use immediately after the incident has been purchased.

Tracking Your Support Requests

After you have created a support request (ticket), you can check your request and its status directly in our Request Tracking system (RT) on your own. RT also enables you to resolve your tickets and open new ones.
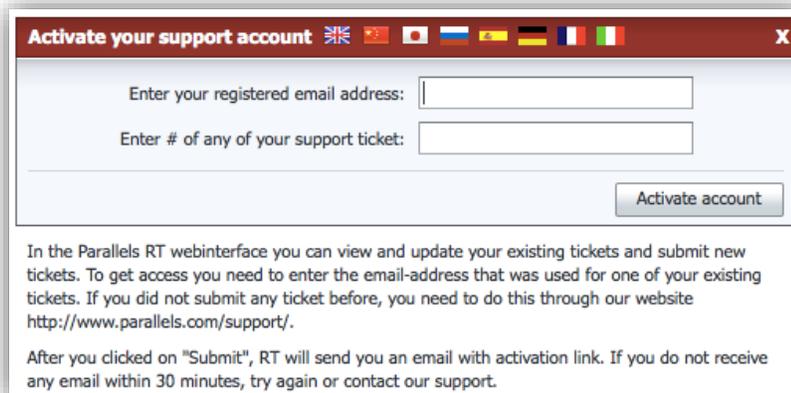
Setting Up Access to Request Tracking Self-Service Portal

To be able to work in Parallels RT Self-Service, you need to have Parallels account and an active support ticket. For more information on creating Parallels account please visit: http://kb.parallels.com/6235.

To Get Access to RT, please follow these steps:

1. First of all you need to activate your Request Tracker account: https://support.parallels.com/NoAuth/GetPassword.html


Enter the e-mail address that was utilized for one of your existing tickets. If you have not yet submitted any ticket, please see Creating Support Request.

2. An activation email will be sent to your email address used for registration. Please check your inbox and follow the link in the email to activate your account.
3. Set a new password for the Request Tracker. After that you will be logged in to the RT.

How to login to RT later

1. Go to https://support.parallels.com/.
2. Choose 'Cross-Platform Solutions' side:
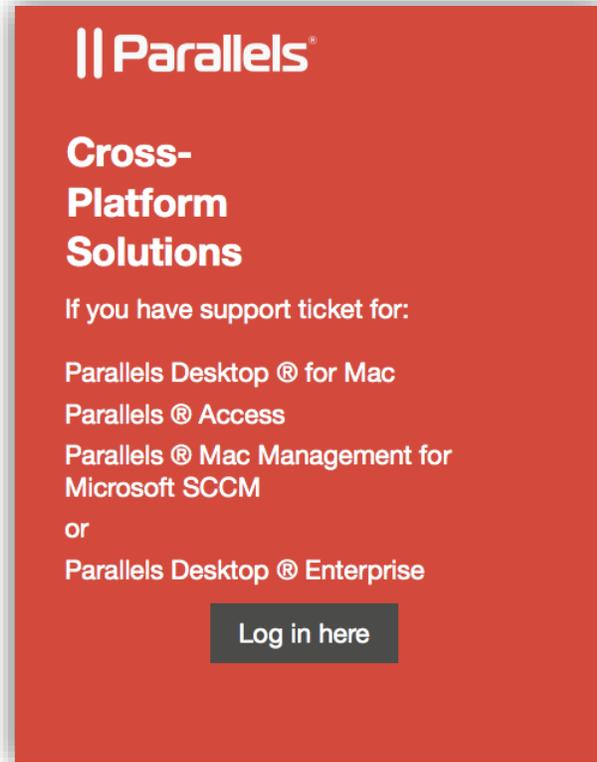
3. Now login with your Parallels account credentials:

Working with Support Requests in the Request Tracking Self-Service Portal

In the Parallels Request Tracking Self-Service Portal you can track your existing tickets, resolve them or open new tickets.

In the Self-Service menu, you will see the following options:

- **Open** tickets. This option allows you to filter currently open tickets.
- **Resolved / Closed** tickets. This option allows you to filter closed tickets.
- **New** ticket. This option takes you to creation of a ticket through the webform.
- **Search**. This option allows you to search for tickets by their status and content.

Important: A ticket that has already been closed cannot be reopened.

Support Request Resolution Policy

A support ticket is considered as closed in the following cases:

- The issue is confirmed by you as resolved.
- We do not receive any feedback with regards to the resolved issue within the 14-day period since resolution was provided by the Parallels Support Team.
- If Parallels is unable to resolve a certain issue or considers it to be out of Support Team's scope with acknowledgement and agreement from your side.

Participating in Customer Satisfaction Survey

Our current and future services are based largely on feedback from our customers. In addition, your satisfaction with our services is the only way we measure our success. We conduct customer satisfaction surveys that give you the opportunity to let us know how we are doing.

After we have set the ticket to the **Resolved** status, you will receive a short e-mail with the link to the online survey form like the one below:

Thank you for being a Parallels customer. For your reference, the latest correspondence from the Parallels Support Staff sent to you is quoted below, the status of this ticket will be changed to **Resolved**. We will keep your ticket open for the next 14 days. If you have any further questions related to this ticket please respond to this email and we will work with you to address them.

We would appreciate you taking the time to give us your feedback on your recent experience with Parallels Customer Support.

Based on your recent support experience, how you would rate your overall satisfaction with Parallels Customer Support? Click an option below that best reflects your opinion to send us your feedback via our online web form:

Extremely Satisfied – **Extremely Dissatisfied**

10 9 8 7 6 5 4 3 2 1 0

With best regards,
The Parallels Support Team

Please rate your satisfaction level using the numerical scale and answer a few questions regarding our support services. Your feedback will help us improve our support and increase your success.

The survey form itself is very simple and intuitive. You can change your selection at any time before you hit the **Submit** button.

You may submit the survey form after logging in to Self-Service Portal https://support.parallels.com/SelfService/ with your account (please refer to Getting Access to Request Tracker Self-Service) and submit short surveys for all tickets using the **Submit selection** button or open a ticket and fill in the detailed form, leaving your comment about Parallels service.

The survey rate will show the percent of resolved tickets with submitted surveys from you.
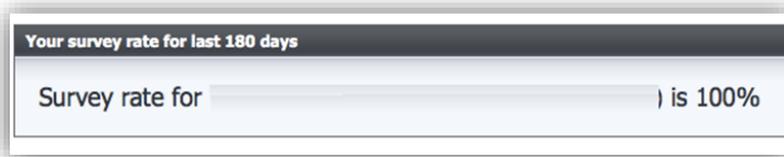
Thank you for choosing Parallels!

Legal Information

Prior to working with Parallels products, please read the important legal information.

Product End-of-Life Policy

Parallels, Inc is committed to providing high-quality, cost-effective solutions to our customers. To this end, we have established an official Parallels End of Life (EOL) policy.

Rapidly changing technologies as well as competitive pressures influence the level, timing, and character of demand for a particular product or group of products. All of this drives the need to introduce new products and services and to EOL older software revisions as well as products.

Parallels has adopted a policy for product EOL that includes the following elements:

- Definition of Replacement Product (RP) if applicable
- Internal Announcement of Withdrawal from Marketing (WFM) to all sales and distribution channels
- Determination of Last Customer Ship date (LCS)
- Estimated End of Support date (EOS)
- RPQ Options, if any, for extended product availability

Individual customers who may be affected by the Withdrawal from Marketing actions will be contacted by the Parallels Salesforce or Distributor partners. In addition, this website will list all products and features which have been withdrawn or have a defined End of Support date.

Supported Software Releases

Parallels will provide Software support for all Software for (a) the current Release and the greater of (i) the two immediately preceding Releases or (ii) all Releases made available in the 12 months preceding the release of the then current Release.

Once a product has been withdrawn from Marketing, the maintenance coverage will continue to be available up to the End of Support date. Our customers will be notified at contract renewal of any maintenance price changes or support level changes. Formal notification will be made to all maintenance-paying customers of record advising them of the EOS dates. Parallels appreciates your business and we hope to continue to serve you in the future.

End-User License Agreement

Parallels End-User License Agreement is available at http://www.parallels.com/about/legal/eula/