

BlyCloud.com

Parallels RAS Client Install

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Supplemental Info

Support Email:	support@blycloud.com
Website:	http://www.blycloud.com
Customer Portal:	https://login.blycloud.com/RASHTML5Gateway/#/login

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Overview

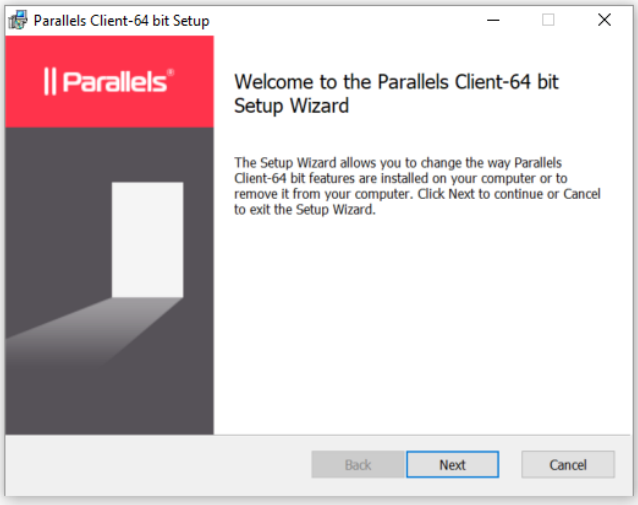
This walkthrough is intended as supplemental information in the process of connecting to your Blycloud.com hosted instance. If application installations on your corporate network require administrative privileges, it is advised you contact your internal IT department to walk through this process with you or to provide you with the appropriate privileges to install the application. If you have any questions or concerns during the process, please feel free to contact our support staff to assist you with the installation.

You should receive a link through email or by invitation with a link to download the software installation or you are also able to download the appropriate software for your operating system and architecture at the following URL > https://www.parallels.com/products/ras/download/client/

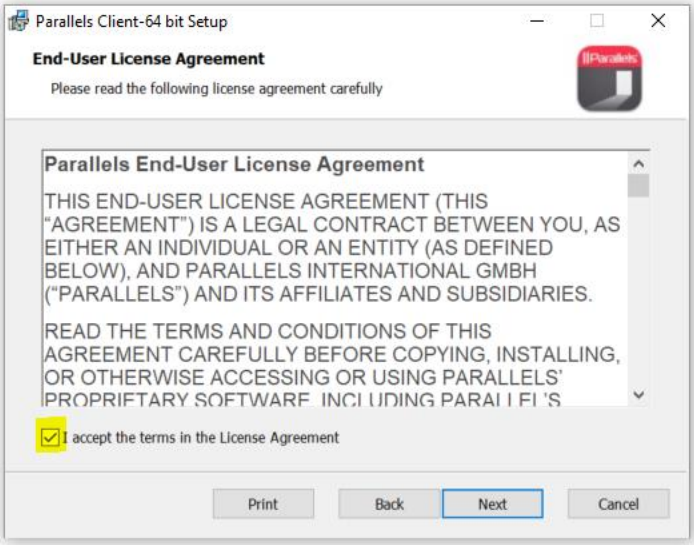
Software Installation

- Upon downloading the Parallels installer, you should be able to either locate it in your downloads folder or through your browser downloader. To begin the setup process, you can simply double click on the file being referenced. If the system in question has User Account Control enabled you will need to select yes to allow the application to make the change to the system, if UAC is disabled you can bypass this step and move to the next one.

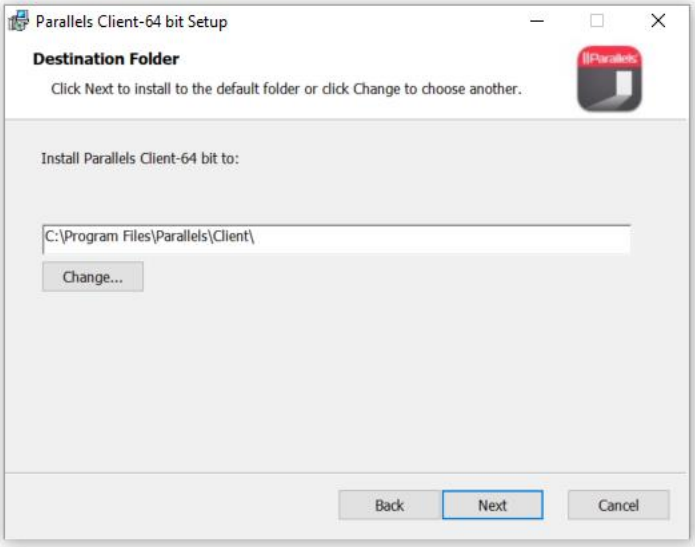
- This is the point in which you may need your internal IT or MSP to aid in the install if you do not have the necessary rights on your workstation. After allowing the product to make a change to the system you may be prompted for a username and password to allow the change. Please use an account with administrative rights either locally or on your domain if it applies to you to initiate the setup. Once you pass this point the setup for the client will launch and present you with the following screen. You are safe to click “NEXT”



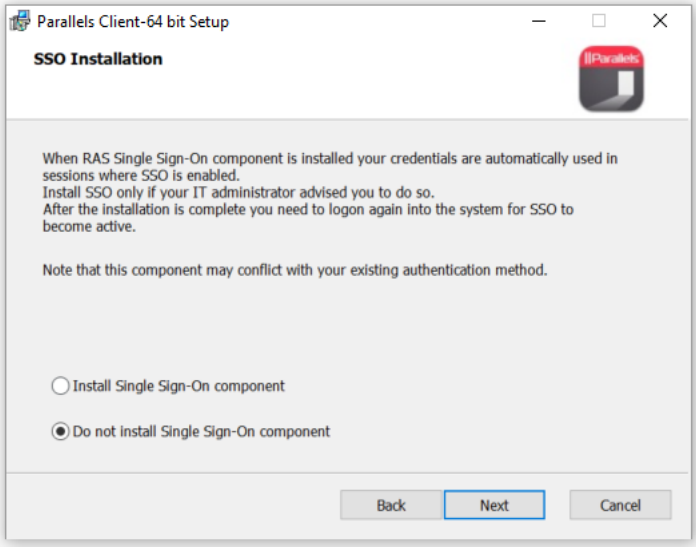
- After clicking next you will be presented with a screen requesting that you accept the terms of the End User Licensing Agreement. Feel free to read through the agreements if you feel obliged otherwise you can proceed by simply checking the box below the agreement portion and by clicking the “NEXT” button again.



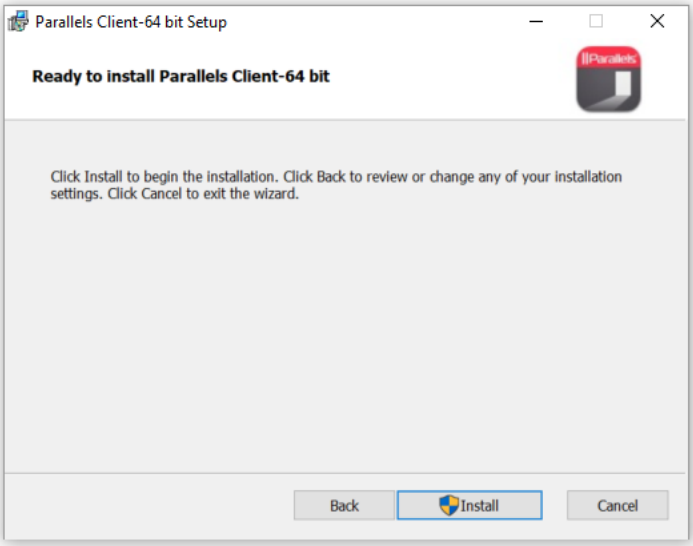
- You will now be presented with a screen identifying the destination folder of the installation. By default it will install to the Program Files folder within Windows. If you feel you would like to change the location of the install you can simply browse to the preferred folder of your choice by clicking on the change option and selecting a location on your system. We typically recommend sticking with the default location.



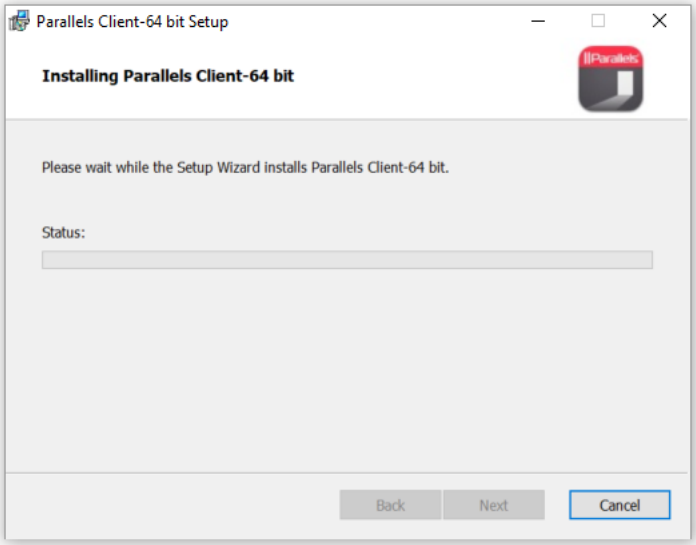
- You will next be prompted with a screen regarding the SSO Installation (Single Sign On) we currently do not utilize this and therefore you can select to not install this component and just click next to continue with the installation.



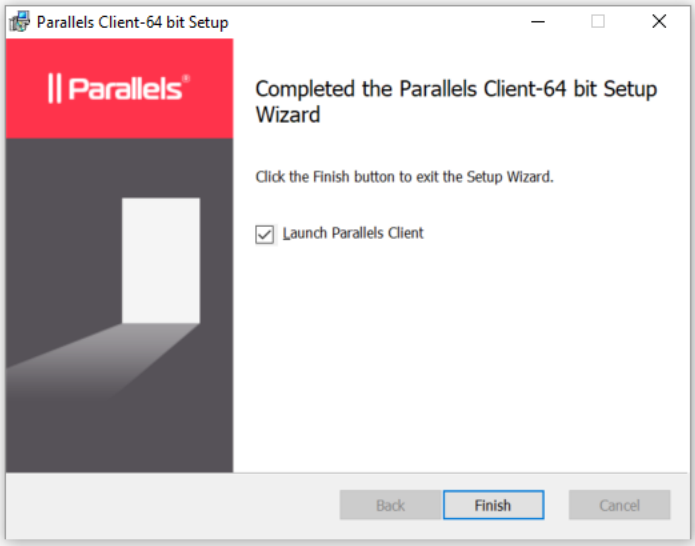
- The next prompt will indicate you are ready to install. You may click Install to proceed, please note depending on the security setup of the computers on your network, you may be required to input the credentials of an account with administrative rights once more.



- The next screen will bring up a progress bar identifying how far along in the process the installation is. Please keep in mind this can take anywhere from a few second to a few minutes to complete depending on the hardware you are using and its available resources at the time of the installation.



- Once the installation has completed you will be greeted with the following window. Since we plan to move to the configuration process of the client, we can check the box to "Launch Parallels Client" and click Finish.



Client Configuration

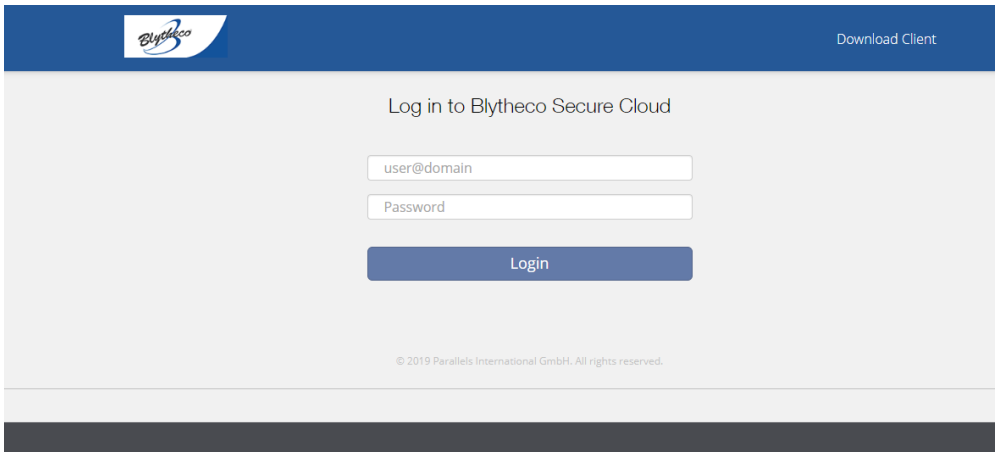
The next process will configure the client for the connection to your hosted server. At this point you will need the information for your username@blycloud.com account. Typically, accounts are configured as firstname.lastname@blycloud.com these accounts will come with a complex passphrase that request you to reset upon the initial login. We require all passphrases to be a minimum of 7 characters long, feature a number, symbol as well as a capital letter. When password changes are required every 60-90 days you cannot reuse a password that was used in either of the previous three password changes.

There are two methods for the configuration of the client, first the manual method which requires populating the RAS software with the provided connection information. The second method is an automatic configuration that only requires the input of your username and password.

Auto Configure

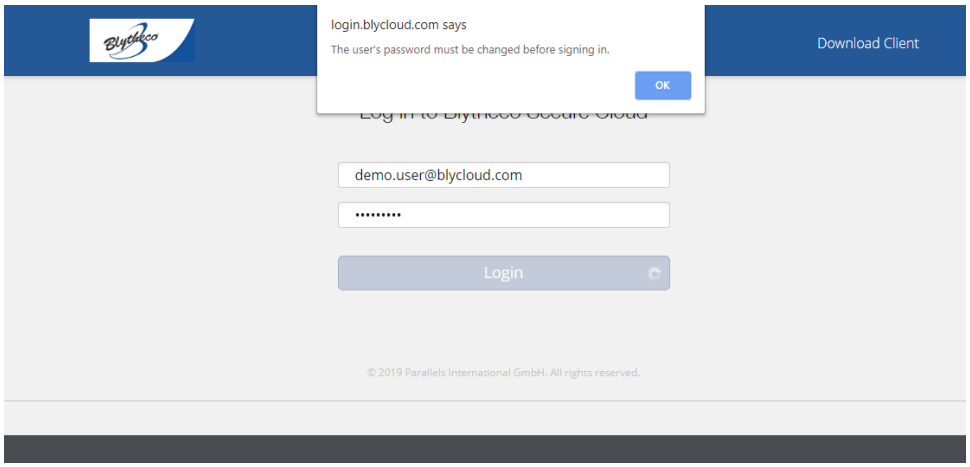
- The first step in the automatic configuration option is to verify you have received your username and password. You cannot proceed beyond this point without that information. Next you will need either the emailed the Installer invitation, or access to your account through the following URL > https://login.blycloud.com/RASHTML5Gateway/#/login. Using the URL is the preferred method as it also allows for instant access to your server through HTML5 if you wish not to install the client at all on a secondary system.

- By opening and navigating to the provided URL in your browser, you will be presented with a login screen to our customer portal. From there you will use your provided account to initiate your first login. Please remember this may request you to reset your password so be prepared to come up with a new credential at its request and memorize it for future use. This link here will also give you access to download the client at the top of the page if haven't already done so.

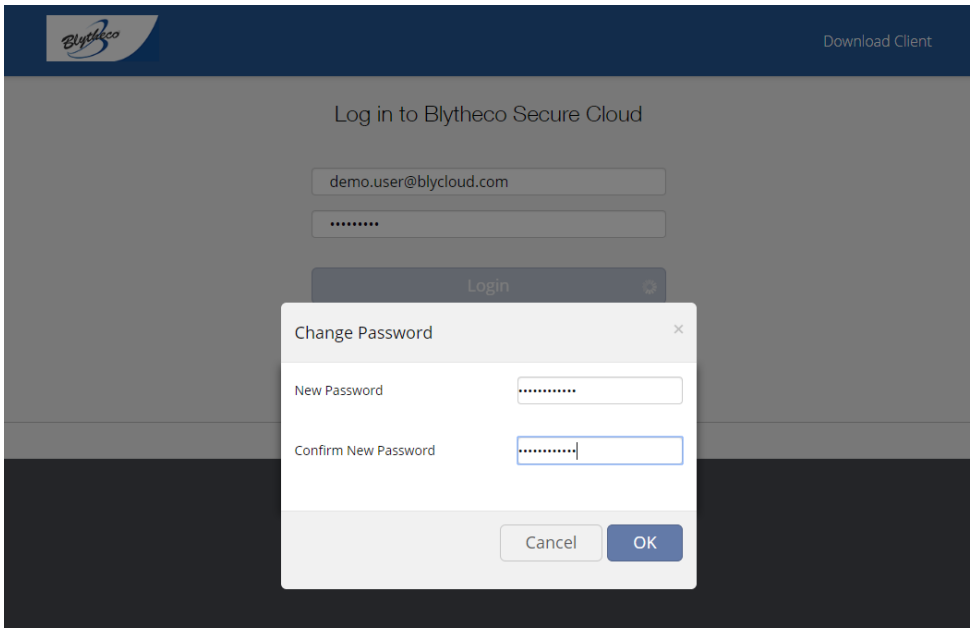


Passwords

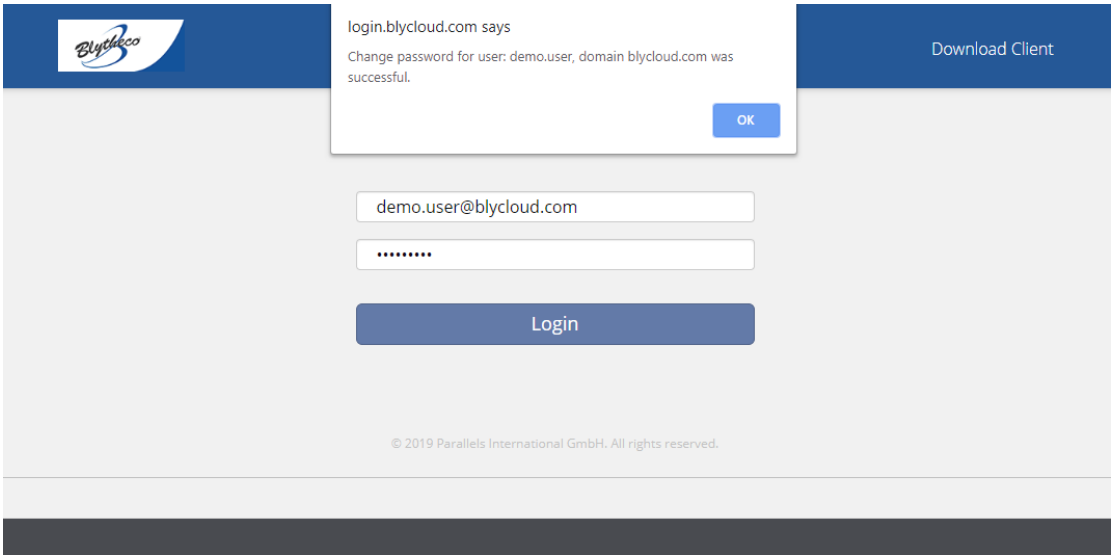
- Once you input your username and passphrase you should be prompted with pop up screen to reset that initial temporary passphrase. Please remember the passphrase is required to have 7 characters at a minimum as well as include a capital letter, number and a symbol. You are safe to click okay to bring up the next screen to change those credentials.



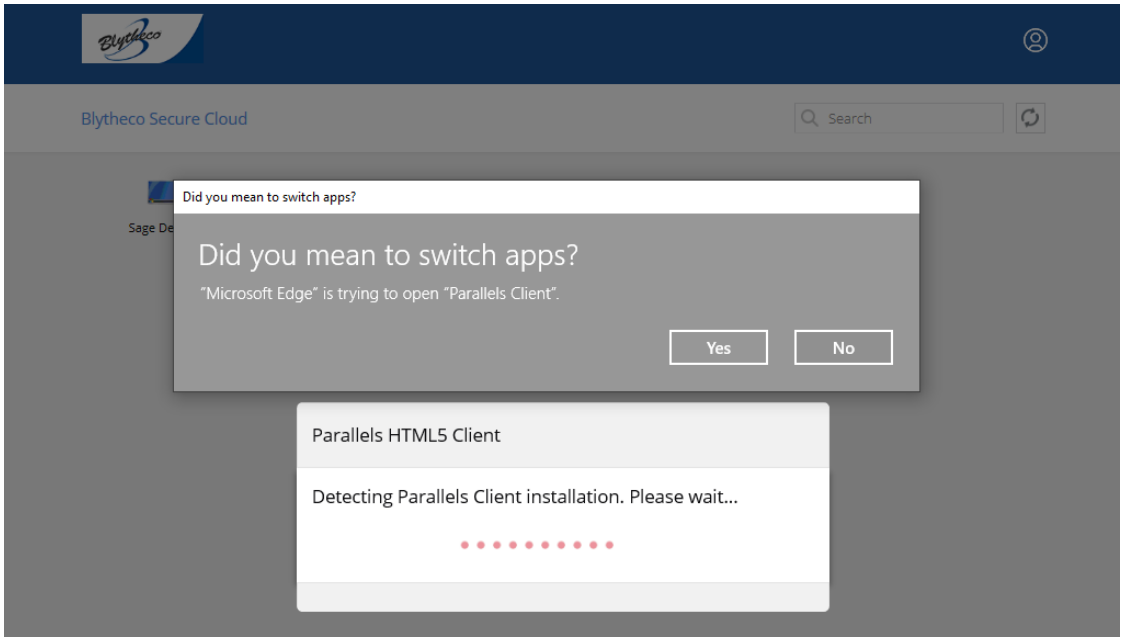
- The next windows should pop up with two text boxes for you to input your new passphrase and then confirm it in the second box. Once again select something individual to you that you can remember but will be complex enough to not be guessed while following our passphrase requirements outlined in the prior steps. Once you have input the passphrases and they are confirmed to match in both boxes, you can then click the "OK" option to continue.



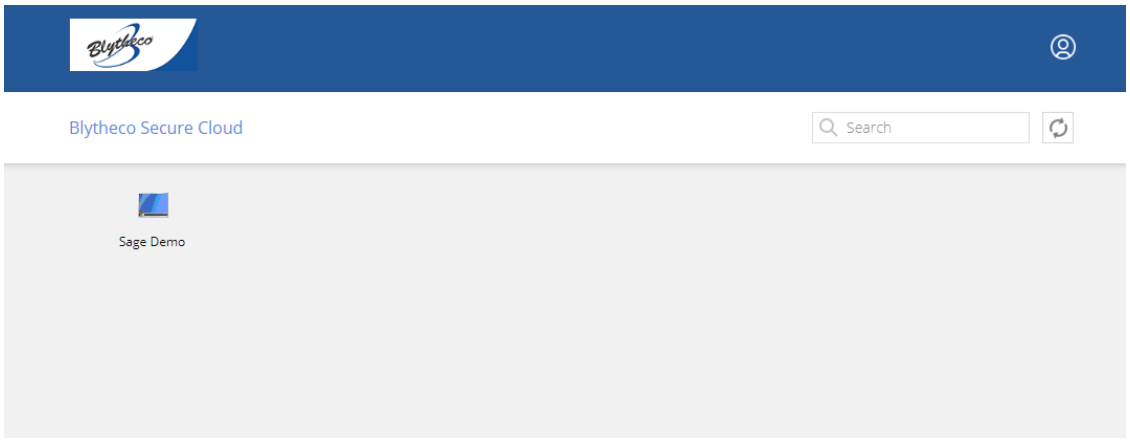
- If successful you will receive a notification indicating the password was changed. And you can click okay to log into the portal with your new passphrase…



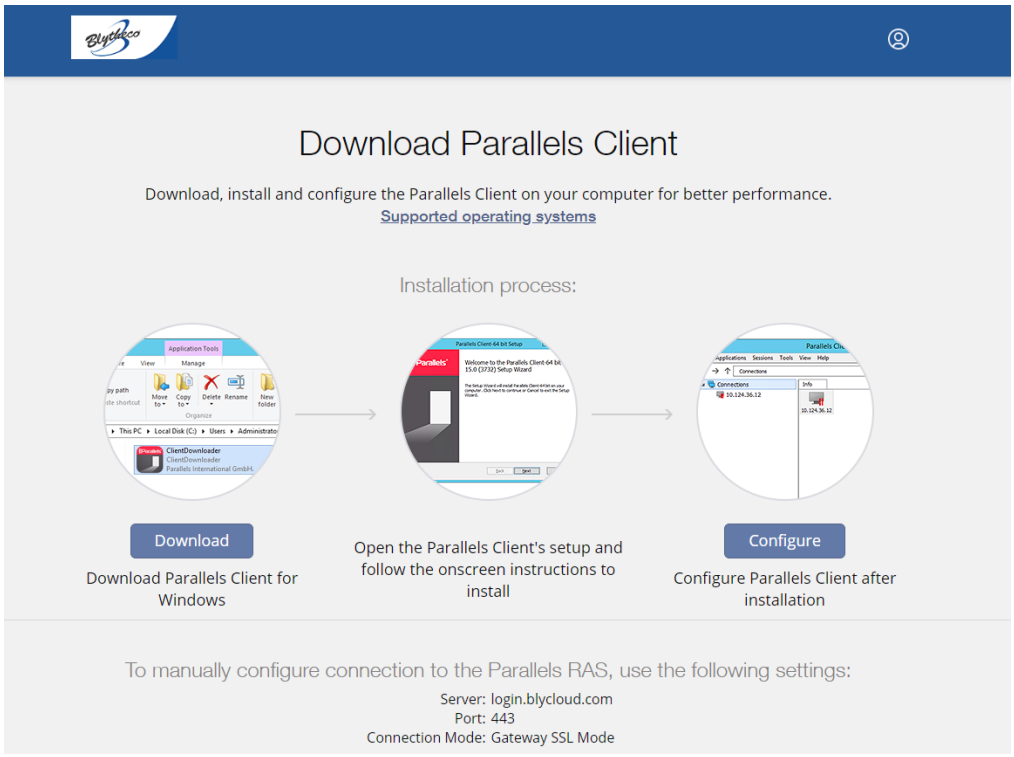
- Upon logging in, the site will immediately try to identify a Parallels install, if you have correctly installed everything up to this point you should receive a pop up on the screen with an option to open the associated app. Please click the box to allow that and then click to "Open Parallels Client"



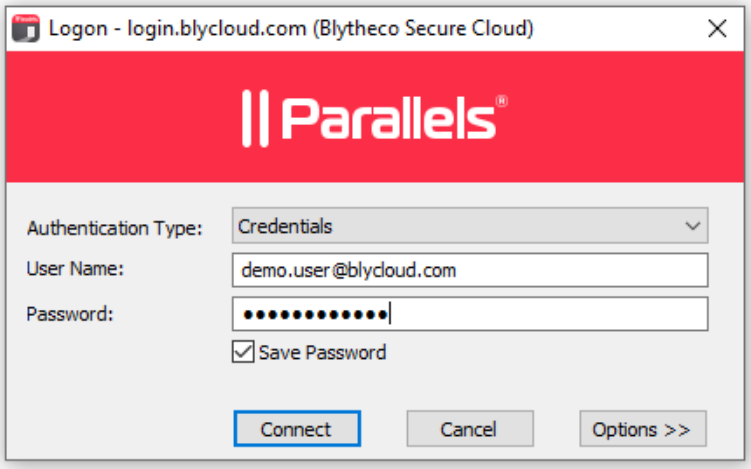
- Next, we will go to the username drop down in the top menu of the page and once more select to “Download Client.” We however will not be downloading the client again, we are simply just revisiting this location to configure the linkage between your software and the server in the BlyCloud.



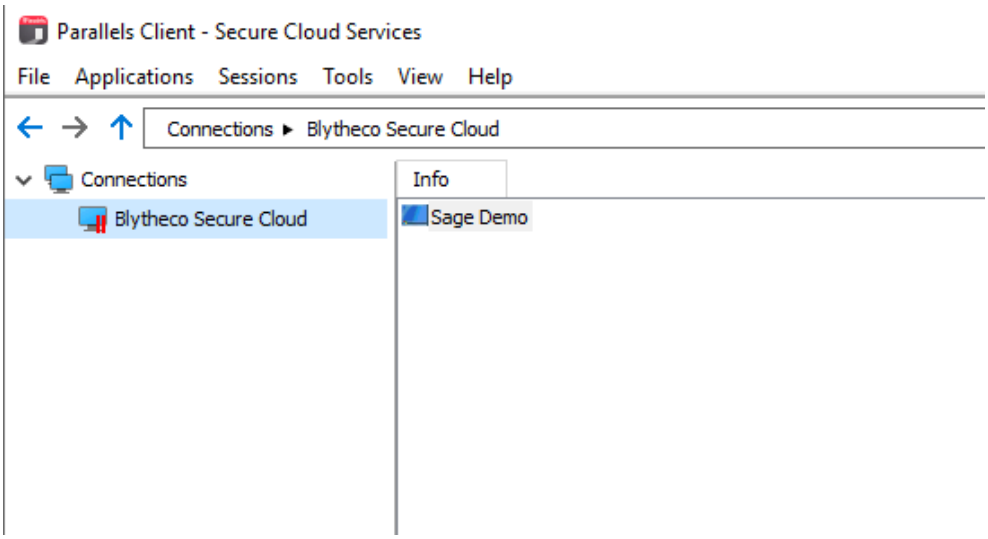
- We are next presented with a screen with two options. One to download and the other to configure. You will be selecting the configure option to proceed with the configuration of the client (Also note the manual configuration options below to be detailed later in this document).



- Clicking the configuration option should bring up a new screen with the opportunity to log in with your new username and password. You will need to fill this in with your username@blycloud.com user account as well as the passphrase you have recently changed. Once you have done that, you can select the option to save your credentials to the software so you are not required to reinput them during each login cycle. Once you have completed that you can now click connect…



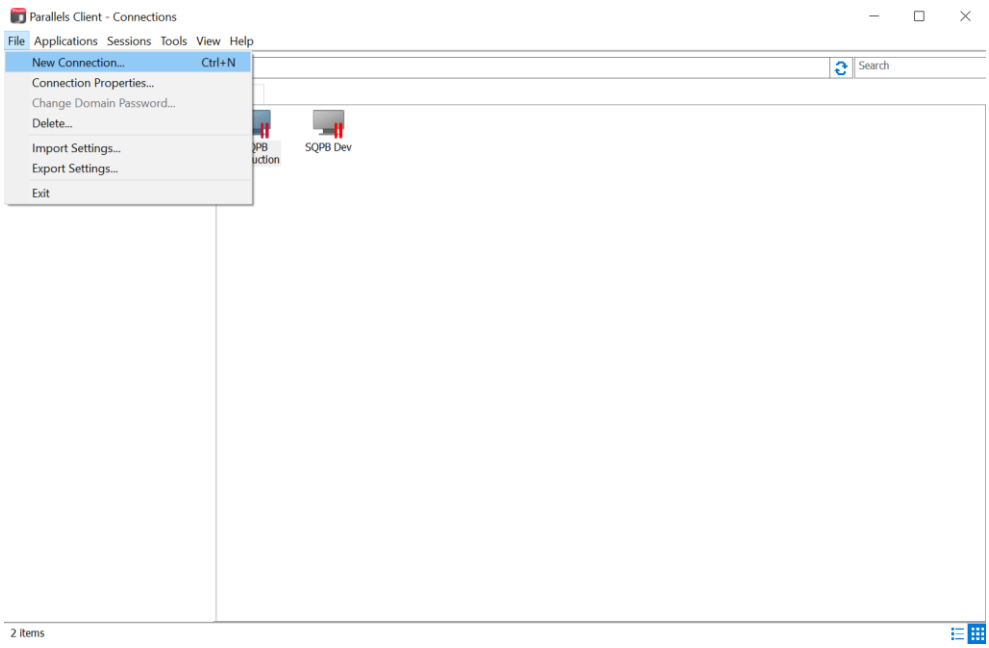
- Once connected you should now be able to see the server connection in the left pane of the Parallels Client software with an icon for your server connection in the right pane. To test connectivity to the server and to automatically log in, you can double left click on the icon to initiate your connection. Once that is confirmed you are done. Welcome to your new BlyCloud.com hosted instance!



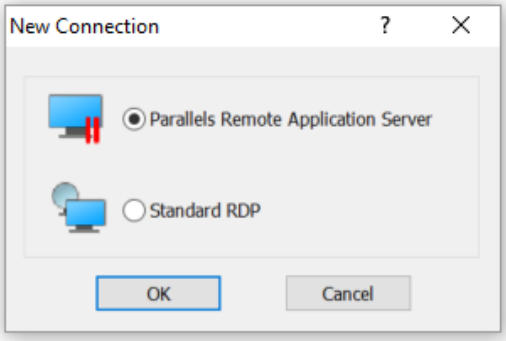
Manual Client Configuration

If you feel comfortable configuring the connection manually the next steps walk through the process of manually setting up a server connection. Please note that a password change may still apply however it will now be requested through the software rather than through the website outlined in the prior method. To begin, navigate to the start menu of your system and search for Parallels Client to start it, or simply double click the icon of the shortcut added to your desktop during the software installation.

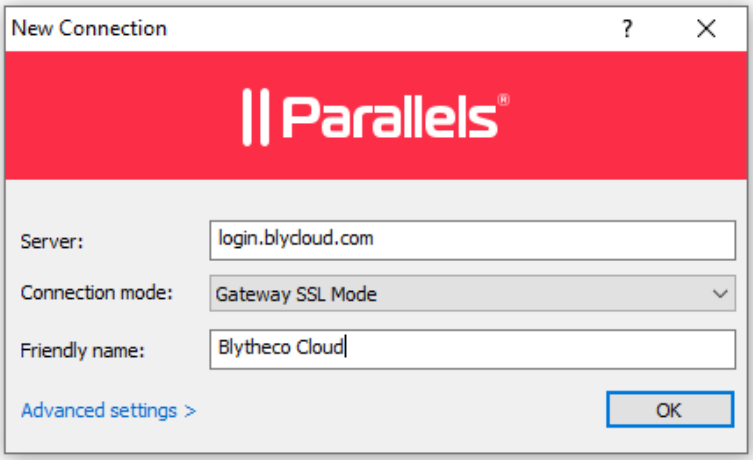
- To create a new connection in the software you can select “New Connection” from the “File” drop down in the application. This will open a new screen to configure a new connection. Please remember to have your username and passphrase handy and be prepared to reset it if it is required.



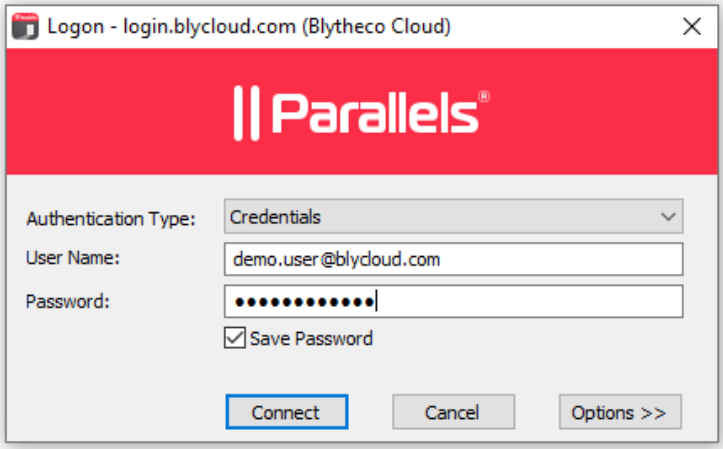
- Next select the radio button for “Parallels Remote Application Server” and click “OK”



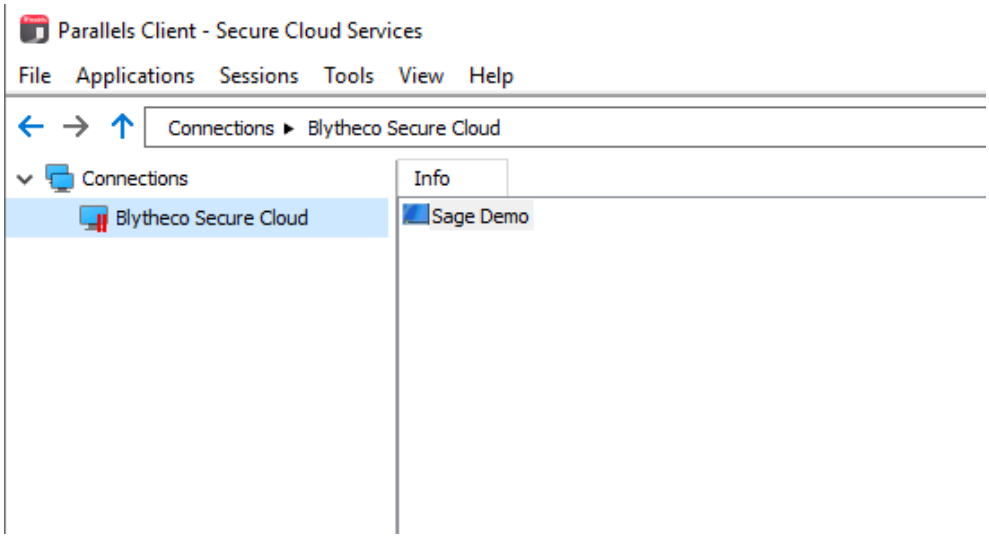
- Next we are going to get a window requesting a server name. The connection name to our hosting is **login.blycloud.com** you will also need a friendly name for the connection. The friendly name can be anything of your choice, it is just to help you remember whatever it is you are connecting to. Once that information is in place, you can click "OK" to proceed.



- You will now receive the pop-up for your username and password, this is where it may ask you to reset if you have not already. If you do need to reset, the steps are like those outlined before and the password maintains the same requirements. If you do not need to reset the passphrase, you can simply input your username@blycloud.com and your passphrase and click. Remember to click the "Save Password" option if you don't wish to input it at every login. You can proceed by clicking "Connect"



- Once connected you should now be able to see the server connection in the left pane of the Parallels Client software with an icon for your server connection in the right pane. To test connectivity to the server and to automatically log in you can double left click on the icon to initiate your connection. Once that is confirmed you are done, welcome to your BlyCloud.com hosted instance!



This now completes the supplemental information for installing and connecting to your BlyCloud.com instance. If at any point during the process you feel you need to reach out for support, please do not hesitate to reach out to either us or your immediate point of contact as we would be happy to assist. It is our goal to provide you with a path to success and offer world class support to your organization during this transition process. You can reach the blycloud.com support team through our automated ticketing system at any time by simply emailing support@blycloud.com and providing a detailed email outlining your request.

Again, we thank you for your time and your choice to make BlyCloud.com the provider of your business hosting needs.

Best Regards,

BlyCloud Support