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### **Best Practices**

• To safeguard your account, it's best to not save your password in the parallels application, especially on shared computers.

## Installation

- 1) Determine if you are running the 64-bit or 32-bit version of Windows by following the steps below.
  - a) Open a Run box by pressing the Windows Key III and the R key at the same time.
  - b) In the run box, type **msinfo32** and click OK.

🖅 Run	×
e	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	msinfo32 ~
	OK Cancel <u>B</u> rowse

c) Look at the System Type row, if your version of Windows is 64bit it will say x64. The 32bit version of Windows will show as x32.

System Information			- 🗆	×
File Edit View Help				
System Summary	Item	Value		^
Hardware Resources	OS Name	Microsoft Windows	10 Pro	
Components	Version	10.0.10240 Build 10	240	
B Software Environment	Other OS Description	Not Available		
	OS Manufacturer	Microsoft Corporat	ion	
	System Name	UPIC-ICLOUD-PC		
	System Manufacturer	Dell Inc.		
	System Model	Latitude E6540		
	System Type	x64-based PC		
	System SKU	Latitude E6540		
	Processor	Intel(R) Core(TM) i7	-4800MQ CPU (	۵.
	RIOS Version (Data	Dell Inc. 413-37370	115	> ``
Find <u>w</u> hat:		Fin <u>d</u>	<u>C</u> lose Find	
Search selected category only	Sea <u>r</u> ch category names o	nly		

- d) Download the version that matches your Windows version type.
  - i) For 32 bit click 2 http://labtech.upicsolutions.org/2xclient.msi
  - ii) For 64 bit click 2 http://labtech.upicsolutions.org/2xclient64.msi
- e) You will be prompted to run or save the file (see image below), Click "Save".

File Downloa	ad - Security Warning
Do you w	rant to run or save this file?
18	Name: 2XClient.msi Type: Windows Installer Package, 11.2MB From: <b>labtech.upicsolutions.org</b>
	Run Save Cancel
V p	Vhile fil <mark>es from the Internet can be useful, this file type can otentially harm your computer. If you do not trust the source, do not un or save this software. <u>What's the risk?</u></mark>

f) Save the file to "Desktop", click "Save".

Save As			100		l	×
🕒 🗢 💻 Deskt	op 🕨		- 49	Search Desktop		Q
Organize 🔻 Ne	w folder					?
<ul> <li>✓ Favorites</li> <li>Desktop</li> <li>Recent Places</li> <li>✓ Libraries</li> <li>✓ Documents</li> <li>✓ Music</li> <li>✓ Pictures</li> <li>✓ Videos</li> </ul>		ibraries ystem Folder Aatt Hardin ystem Folder Computer ystem Folder Jetwork ystem Folder				* H
▲ p Computer ▷ 4 Local Disk (C:)	- TT D	locs				
File name:	2XClient.msi					•
Save as type:	Windows Installer Pa	ickage				•
Alide Folders				Save	Cancel	

When the download is finished, it will come up with the following message: Click "Open Folder".

77% of 2XClient.ms	i from labtech.upicsolutions.org Com 💻 💷 💻 🎫
2VClient msi from	labtech uniccolutions or a
Estimated time left: Download to:	18 sec (8.44MB of 11.2MB copied) C:\Users\mhardin\Desktop\2XClient.msi
Transfer rate:	159KB/Sec box when download completes
	Open Open Folder Cancel
SmartSc: threats.	een Filter checked this download and did not report any Report an unsafe download.

g) Locate and Double-Click the "2XClient.msi" file. (shown below)



h) If you see the message below, download and install the 64-bit version of Parallels instead. Do not proceed with the 32-bit version. Download: <u>http://labtech.upicsolutions.org/2xclient64.msi</u>

Parallels Client Setup	_		×
Parallels Client Setup detected that you are trying of the Parallels Client on a 64-bit system.	to install th	e 32-bit ve	ersion
A 64-bit version of the Parallels Client is available f	rom the <u>Pa</u>	rallels Web	osite.
Do you still want to install the 32-bit version?			
Yes No			

i) The Parallels installation screen will now appear. Click "Next".



Check the box to accept the terms, then Click "Next".



#### j) Click "Next".

1 Parallels Client Setup			~
Parallels Client Setup	_		
Destination Folder		Parallel	s
Click Next to install to the default folder or click Browse to choose	another.		
Install Parallels Client to:			
C:\Program Files (x86)\Parallels\Client\			
Browse			
Back	lext	Cance	el

#### k) Select Do not install Single Sign-On component. Click "Next".

🔀 Parallels Client Setup	_		×
SSO Installation		Parallels	
Setup is going to install/update RAS Single Sign-On component. When this component is installed your credentials will be used automa	tically.		
Note that this component may conflict with your existing authentication	on metho	d.	
○ Install Single Sign-On component			
O not install Single Sign-On component			
Back Next	t	Cance	ł

### Click "Install"

📸 Parallels Client Setup	_		$\times$
Ready to install		Parallels	
Click Install to begin the installation. Click Back to review or change a installation settings. Click Cancel to exit the wizard.	iny of yo	bur	
Back Insta	ll	Cance	el

I) Once the configuration is complete, Click "Next".



Once the installation has completed, click "Finish" to launch Parallels.

闄 Parallels Client Setup	– 🗆 X
Parallels°	Completed the Parallels Client Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

# Logging In

1) Double click the Virtual office connection that is listed on the left hand side of the Parallels Application window. This will bring up the login screen.



1) You will then place in your password and click "Connect".

買 Logon - virtualoffi	ce01.upicsolutions.org (Virtual Office)	×
	Parallels°	
Authentication Type: User Name: Password:	Credentials · · · · · · · · · · · · · · · · · · ·	× 
	Connect Cancel Options >>	•

2) You will now see the Virtual Office icons associated with your account listed in the right pane. Double click the Virtual Office or Andar icon (if applicable) to sign into your account.

Parallels Client - Virtual Office					$\times$
File Applications Sessions Tools	View Hel	р			
← → ↑ Connections ► Virtual Office					
✓	Info				
🖵 Virtual Office	upic	·			
	UPIC VO :	3.0			
5 items					

## Troubleshooting

1) You have opened Parallels and launched your UPIC icon and get the following error message.



a) This is usually due to an expired saved password in Parallels. To clear the saved password, Restore the Parallels Client Window.

Parallels Client - Virtual Office		_	×
File Applications Sessions Tools View Help			 
← → ↑ Connections ► Virtual Office			
✓			
Connect			
Refresh			
Connection Properties			
Delete			
Change Domain Password			
Create Shortcut for All Visible Applications			
Delete Shortcuts From Desktop			
Disconnect			
Log Off			
0 items			

b) Right click on the Virtual Office connection in the left pane and click the **"Connection Properties"** button.

Connection Properties - Virtual Office ?						?	$\times$		
Experience	e Network		Authen	uthentication		nced Sett	ings		
Connection	Connection Display Prin		ting	Scanning	g Lo	cal Resou	irces		
Connectio	on Settings								
	Primary Connect	tualoffice01.upicsolutions.org							
	Connection Mode	Gateway SSL Mode $$							
	Port:			443					
				Secondary Connections					
	Friendly Name:			l Office			]		
Logon									
<u> </u>	Auto Logon								
- A - A - A - A - A - A - A - A - A - A	Authentication T	Crede	ntials		~				
	Username:	icloud							
	Password:		••••	•••••	••••		]		
			Sav	e Password	ł				
	Domain:		upic						
		_							
			OK	(	Cancel	H	elp		

- c) Uncheck the Save Password box and clear the password field.
- d) Click OK then login.

e) If issue still persists, then contact Upic Help Center for further assistance

## Support Contacts

Upic Member Services - 1-877-459-5489