

# <u>Parallels Desktop activation key is not recognized by Parallels Desktop</u>

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition

## **Symptoms**

- Unable to activate Parallels Desktop for Mac with a valid, correct activation key.
- Every time Mac restarts, Parallels Desktop prompts for an activation key.

### Cause

Parallels Desktop activation key that is present in the licenses.xml file is not recognized by Parallels Desktop.

#### Resolution

• Unable to activate Parallels Desktop for Mac with a valid, correct activation key:

**Note:** Steps below are needed to restart Parallels Service and they are safe for your Mac operating system.

- 1. Open **Terminal** application on Mac. You can find it in Finder > Applications > Utilities > Terminal.app
- 2. Paste the line below into **Terminal** and hit Return/Enter:

```
sudo launchctl stop com.parallels.desktop.launchdaemon
```

You will be prompted to enter your Mac user account password. You will not see characters as you type it in, it is normal Terminal behavior.

- 3. Open Finder, go to /Macintosh  $\mbox{HD/Library/Preferences/Parallels}$  folder and move licenses.xml file to  $\mbox{Trash}$
- 4. Paste the **line below into Terminal** and hit Return/Enter:

```
sudo launchctl start com.parallels.desktop.launchdaemon
```

- 5. After the above steps have been followed, please activate Parallels Desktop again.
- Every time Mac restarts, Parallels Desktop prompts for an activation key:
  - 1. Quit Parallels Desktop.
  - 2. Open **Terminal** application on Mac. You can find it in Finder > Applications > Utilities > Terminal.app
  - 3. Paste the lines below one by one into Terminal and hit Return/Enter after each one:

```
sudo launchctl stop com.parallels.desktop.launchdaemon
sudo launchctl start com.parallels.desktop.launchdaemon
```

You will be prompted to enter your Mac user account password. You will not see characters as you type it in, it is normal Terminal behavior.

#### If the above-mentioned steps do not work, please refer to the following KB articles:

Activation Key for Parallels Desktop for Mac is required whenever Mac is restarted

Cannot Start Parallels Desktop: License has expired

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