

## I can't use a Parallels Desktop Business Edition license on a new Mac

• Parallels Desktop for Mac Business Edition

## **Symptoms**

I am trying to activate Parallels Desktop Business Edition with a valid license key on a new Mac, but get the following error message:

Unable to activate the product. Your license has reached the activation limit. Please contact the Parallels support team for assistance.

## Cause

A Business Edition license is tied to the hardware it is used on at the moment of activation. If you change a Mac, you need to reset the activation that is not going to be used anymore, so that it can be used on the new hardware.

## Resolution

In order to reset an activation instance for your Business Edition license, log in to the Parallels Licensing Portal and follow these steps:

- Open the **Active Computers** page.
- Select the device you would like to deactivate the license on. You can select several or even all of them.
- Click on **Actions** at the top right corner of the list to open a drop-down list with possible actions.
- Select Deactivate.

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