|| Parallels[®]

Unable to purchase Parallels Desktop for Mac App Store Edition

• Parallels Desktop for Mac App Store Edition

Symptoms

When I try to purchase Parallels Desktop for Mac App Store Edition, after clicking the **Subscribe** button, I get a message that says **In-app purchase is not supported. Machine licensed app does not support in-app purchase.**

Cause

The error message is caused by one of the following issues with your Apple ID®:

- The **In-app purchases aren't shared with family members** option is configured in <u>Family Sharing</u> profile.
- In-app purchases are disabled for your Apple ID.
- In-app purchases are restricted by an <u>MDM (Mobile Device Management)</u> tool in an enterprise environment.

Resolution

You can either fix the issue with the Apple ID or purchase <u>Parallels Desktop for Mac</u> which doesn't need to be linked to your Apple ID.

For more information about the difference between the App Store and Standard Edition of Parallels Desktop, please refer to <u>KB 123796</u>.

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