|| Parallels[®]

Dealing with 'Your App Store Purchase is Not Available' message with Parallels Desktop App Store Edition

• Parallels Desktop for Mac App Store Edition

When attempting to activate or reactivate the **Parallels Desktop App Store Edition**, certain users may encounter the message **Your App Store purchase is not available at the moment** when clicking on **Restore purchase** within the product. The following article addresses known scenarios and offers potential solutions to assist in product activation.

Activating Parallels Desktop App Store Edition with Parallels Desktop Standard/Pro subscription key

If you click on **Restore purchase** in **Parallels Desktop App Store Edition** when you don't have a **Parallels Desktop App Store** key but instead have a **Parallels Desktop Standard/Pro** subscription, please follow the steps below:

- 1. Log in to your Parallels My Account via https://my.parallels.com/
- 2. Select View My Parallels Products > Under Parallels Desktop for Mac > Click on Active subscriptions and permanent licenses > Select your Parallels Desktop Standard/Pro subscription > Copy the key
- 3. Open Parallels Desktop App Store Edition > Select I Have Subscription > Enter Subscription Key > Activate.

NOTE: Perpetual keys can't be used to activate **Parallels Desktop App Store Edition.** You need to download and install Parallels Desktop from the <u>website</u> (Make sure to choose the correct version for your key).

Restoring existing Parallels Desktop App Store Edition subscription

If you purchased a **Parallels Desktop App Store Edition** subscription some time ago and it's still active, please follow the steps below:

Launch **Parallels Desktop App Store Edition >** click on the **Parallels Icon** in the top Mac Menu bar > select **Account & Subscription** > select the **key** in the list > click **Activate**.

New purchase of Parallels Desktop App Store Edition subscription

If you've just purchased a new Parallels Desktop App Store Edition, we advise you to wait a few minutes and try again later. If that doesn't help, kindly reach out to <u>Support</u>.

If you face another situation that isn't covered by this article, please reach out to our support team via https://my.parallels.com/

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