



Parallels Desktop could not be installed or started. Problem ID: 15380

- Parallels Desktop for Mac Standard Edition

Symptoms

- I am unable to install Parallels Desktop because of the error ID 15380
- I cannot start Parallels Desktop with an error ID 15380
- Parallels Desktop asks for activation/registration every time it restarts

Resolution

This issue may be caused by macOS misconfiguration: if macOS has several user accounts with the same IDs, particularly with ID=0. This ID must belong to **root** user account only. For more information please visit <http://en.wikipedia.org/wiki/Superuser>

To check the user accounts' IDs please execute the following command in **Terminal** (**Finder > Applications > Utilities > Terminal**):

```
dscl . -list /Users UniqueID (hit Return/Enter)
```

The output supposed to show you the list of all users (system as well) with their IDs. Please check the users without underscore in the beginning:

If you find any user account with ID=0 (except of **root**) - this is the root cause of the issue with Parallels Desktop.

NOTE: Please do not change user IDs on your own. Contact [Apple Support](#) for further assistance.

After non-root users' IDs are fixed, please try to install/start/activate Parallels Desktop again.

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