



Parallels Access incorrectly detects registered computers after drive cloning

- Parallels Access

Symptoms

I have two Mac computers registered in Parallels Access. I cloned OS X/macOS installation from one Mac to another one. I renamed both computers after cloning. But still Parallels Access can see only last signed-in Mac.

Cause

Cloned Mac has the same host ID.

Resolution

All the further steps should be performed on the Mac with migrated OS X/macOS installation (not the original one).

1. Sign out from Parallels Access .
2. Open **Terminal** (**Finder** > **Applications** > **Utilities** > **Terminal**) and execute:

```
paxctl set --reset-host-id
```

3. Sign in to Parallels Access.

If after executing the output is **paxctl command not found**, do the following:

- In **Terminal** window execute the command:

```
/Applications/Parallels\ Access.app/Contents/MacOS/paxctl set --reset-host-id
```

NOTE: If after performing this command you have received response **Failed to apply new parameters: PRL_ERR_CANT_CHANGE_HOST_ID** error message in Terminal, you forgot to log out from Parallels Access.

Please log out from Parallels Access and execute command once more.

- Uninstall Parallels Access on the Mac using this [article](#).
- Install the latest version using this [article](#).
- Repeat 1-3 steps.