



License activation failed: The operation has timed out

- Parallels Device Management
- Parallels Mac Management 5.0

Symptoms

An offline activation fails on the very last step with the error:

Cause

Parallels Development Team is aware about this issue and working on the fix.

Workaround

1. Stop **Parallels Configuration Manager Proxy** service in **services.msc** applet.
 2. Delete all **.tar.gz** and **.gpb** files from "*%ProgramData%\Parallels\Problem Reports*" folder.
 3. Start the **Parallels Configuration Manager Proxy** service and proceed with offline activation
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