

## Cannot renew license or activate Parallels Desktop 10 and ealier with network error

- Parallels Desktop for Mac Business Edition 10
- Parallels Desktop for Mac Business Edition 9 and older

## **Symptoms**

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When I start Parallels Desktop I get a message:
Clicking on 'Renew License' returns "Network error":

## Cause

Parallels Desktop Enterprise edition versions 10 and earlier have <u>reached End of Life state</u> and no longer can be activated with the keys that have format A00\*\*\*-\*\*\*\*-\*\*\*\*\*-\*\*\*\*\*.

## Resolution

- 1. Contact your system administrator to get a new license key.
- 2. Upgrade your copy to the latest version of <u>Parallels Desktop Business Edition</u>.
- 3. After the upgrade, activate your copy with the new license key.

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