



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

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

Symptoms

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 reached End of Life state 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 Parallels Desktop Business Edition.
3. After the upgrade, activate your copy with the new license key.

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