I cannot register my Parallels Desktop for Mac key. This key is already registered.

- Parallels Desktop for Mac Standard Edition
- Parallels Access

Symptoms

I can't register my activation key. During registration I get the error message:

This key is already registered. The registration information was sent to the email address provided during registration.

Cause

The key is already registered.

Resolution

If the key is registered under one of your accounts, you should choose "Log in to an existing account" option in Parallels Desktop and log in to the account. The application will recognize the account and will not ask you to register the key anymore.

If you do not know the account the key is registered under, please contact Parallels Support and include the activation key in question and an invoice copy for the purchase of this key to your request.

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