# || Parallels<sup>®</sup>

## I can't activate Parallels Desktop Business Edition: Unable to perform the operation

- Parallels Desktop for Mac Business Edition
- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Standard Edition

### Symptoms

When I'm trying to activate Parallels Desktop for Mac Business Edition, I get the following error:

Unable to perform the operation.

The license server rejects it.

#### Cause

You are signed in to your Parallels account.

You should register your Business Edition license online at <u>account.parallels.com</u> and then skip the registration step in Parallels Desktop.

### Resolution

- 1. Return to the registration window, sign out of the account by clicking on the email address and selecting the **Sign Out** option.
- 2. Click on the **Business Edition** button at the bottom left corner of the window.
- 3. Enter your activation key.

Once you enter the key, it will be validated. If the key is valid, it will be marked with a check mark.

**Note:** Internet connection is required for activation of Parallels Desktop Business Edition. 4. If the key has been successfully validated, click **Activate**.

If your Mac is connected to the Internet, Parallels Desktop Business Edition will be successfully activated.

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