



Parallels Desktop activation key is not recognized by Parallels Desktop

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition

Symptoms

- Unable to activate Parallels Desktop for Mac with a valid, correct activation key.
- Every time Mac restarts, Parallels Desktop prompts for an activation key.

Cause

Parallels Desktop activation key that is present in the `licenses.xml` file is not recognized by Parallels Desktop.

Resolution

- **Unable to activate Parallels Desktop for Mac with a valid, correct activation key:**

Note: Steps below are needed to restart Parallels Service and they are safe for your Mac operating system.

1. Open **Terminal** application on Mac. You can find it in Finder > Applications > Utilities > Terminal.app
2. Paste the line below into **Terminal** and hit Return/Enter:

```
sudo launchctl stop com.parallels.desktop.launchdaemon
```

You will be prompted to enter your Mac user account password. You will not see characters as you type it in, it is normal Terminal behavior.

3. Open Finder, go to `/Macintosh HD/Library/Preferences/Parallels` folder and **move** `licenses.xml` **file to Trash**
4. Paste the **line below into Terminal** and hit Return/Enter:

```
sudo launchctl start com.parallels.desktop.launchdaemon
```

5. After the above steps have been followed, please activate Parallels Desktop again.

- **Every time Mac restarts, Parallels Desktop prompts for an activation key:**

1. **Quit** Parallels Desktop.
2. Open **Terminal** application on Mac. You can find it in Finder > Applications > Utilities > Terminal.app
3. Paste the **lines below one by one into Terminal** and hit Return/Enter **after each one:**

```
sudo launchctl stop com.parallels.desktop.launchdaemon
sudo launchctl start com.parallels.desktop.launchdaemon
```

You will be prompted to enter your Mac user account password. You will not see characters as you type it in, it is normal Terminal behavior.

If the above-mentioned steps do not work, please refer to the following KB articles:

[Activation Key for Parallels Desktop for Mac is required whenever Mac is restarted](#)

[Cannot Start Parallels Desktop: License has expired](#)

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