



Unable to activate Parallels Desktop: 'Unable to perform the operation' error message

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

Symptoms

Parallels Desktop cannot connect to the Internet to validate the license. **Unable to perform the operation** error message pops up.

Cause

- Your Mac is not connected to the Internet
- All Parallels Desktop outgoing connections are blocked by a firewall
- Your Internet connection uses proxy

Solution

- Make sure your Mac is connected to the Internet.
- Ask your system administrator if your Mac has any active network connections behind Proxy. Disable Proxy and try to activate Parallels Desktop again.
- If you have any Firewall software installed on your Mac like **Sophos**, **LittleSnitch** or **built-in macOS Firewall**, create an exception for Parallels Desktop application so all outgoing connections are allowed.
- Make sure Parallels Desktop outgoing connections are not redirected.

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