



## **Unable to confirm the product license. You have reached the maximum number of activations.**

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

### **Symptoms**

- When I am trying to activate Parallels Desktop, I get the error message:

### **Cause**

The license key was used to activate more than one copy of Parallels Desktop for Mac.

### **Resolution**

The Parallels End User License Agreement permits one copy of the software to be activated by a single license key on a single computer.

If you have multiple license keys for the software, you may activate that number of copies of the software on the same corresponding number of computers as you have license keys.

The Parallels End User License Agreement is available at:

<http://www.parallels.com/about/legal/eula/>

As you have reached the maximum number of activations available for your activation key, please purchase a new product license to activate your Parallels Desktop for Mac installation on the new computer.

A new license for Parallels Desktop for Mac can be purchased from the Parallels Online Store:

<http://www.parallels.com/products/desktop/>

#### **Moved to a new Mac?**

If you would like to move Parallels Desktop for Mac from one computer to another, please visit [KB 123958](#) for more information.

If you experience this issue after replacing hardware on your Mac, please contact [Support](#).

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