



ERROR: 15476. Cannot install Parallels Desktop because there is a non-root user account with the UID 0 in your system

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 10
- Parallels Desktop for Mac Standard Edition

Symptoms

You are not able to install Parallels Desktop. The following error message appears:

```
Parallels Desktop cannot be installed because there is a non-root user account with the UID 0
Problem ID: 15476"
```

Cause

This issue may be caused by Mac OS X misconfiguration: if the OS X has several user accounts with the same UIDs, particularly with UID=0. This ID should belong to **root** user account only. For more information please visit <http://en.wikipedia.org/wiki/Superuser>

Resolution

To check the user accounts' UIDs please execute the following command in **Terminal (Finder > Applications > Utilities > Terminal)**:

```
dscl . -list /Users UniqueID
```

(hit Return/Enter)

The output supposed to show you the list of all users (system as well) with their IDs.

If you find any user account with UID=0 (except of **root**) - this is the root cause of the issue with Parallels Desktop.

NOTE: Please do not change user UIDs on your own. Contact [Apple Support](#) for further assistance.

After non-root users' UIDs are fixed, please try to install Parallels Desktop again.
