



I can't use a Parallels Desktop Business Edition license on a new Mac

- Parallels Desktop for Mac Business Edition

Symptoms

I am trying to activate Parallels Desktop Business Edition with a valid license key on a new Mac, but get the following error message:

Unable to activate the product. Your license has reached the activation limit. Please contact the Parallels support team for assistance.

Cause

A Business Edition license is tied to the hardware it is used on at the moment of activation. If you change a Mac, you need to reset the activation that is not going to be used anymore, so that it can be used on the new hardware.

Resolution

In order to reset an activation instance for your Business Edition license, log in to [the Parallels Licensing Portal](#) and follow these steps:

- Open the **Active Computers** page.
- Select the device you would like to deactivate the license on. You can select several or even all of them.
- Click on **Actions** at the top right corner of the list to open a drop-down list with possible actions.
- Select **Deactivate**.