



macOS asks for a PIN code during Parallels Desktop installation

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

Symptoms

Parallels Desktop during the installation asks to enter some PIN code. Current user or macOS admin passwords are not recognized.

Cause

A two-factor authentication device is connected to the Mac, e.g. Yubikey®.

Resolution

Cancel the existing installation, then disconnect the device and begin installation again.

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