



## Can't activate Parallels Desktop App Store Edition after an upgrade

- Parallels Desktop for Mac App Store Edition

### Symptoms

I have installed Parallels Desktop App Store Edition but upon starting a virtual machine the window with my subscriptions pops up and doesn't let my virtual machine start. My subscription is presented as **Active**.

### Resolution

1. Click on the name of your account on the top right corner and select the **Sign out** option:
  
2. **Sign in** back.

3. The **Activate** button is considered to become active. Click on it to activate the product.

