

Dealing with 'Your App Store Purchase is Not Available' message with Parallels Desktop App Store Edition

- Parallels Desktop for Mac App Store Edition

When attempting to activate or reactivate the **Parallels Desktop App Store Edition**, certain users may encounter the message **Your App Store purchase is not available at the moment** when clicking on **Restore purchase** within the product. The following article addresses known scenarios and offers potential solutions to assist in product activation.

Activating Parallels Desktop App Store Edition with Parallels Desktop Standard/Pro subscription key

If you click on **Restore purchase** in **Parallels Desktop App Store Edition** when you don't have a **Parallels Desktop App Store** key but instead have a **Parallels Desktop Standard/Pro** subscription, please follow the steps below:

1. Log in to your Parallels My Account via <https://my.parallels.com/>
2. Select **View My Parallels Products** > Under **Parallels Desktop for Mac** > Click on **Active subscriptions and permanent licenses** > Select your **Parallels Desktop Standard/Pro** subscription > Copy the **key**
3. Open **Parallels Desktop App Store Edition** > Select **I Have Subscription** > **Enter Subscription Key** > **Activate**.

NOTE: Perpetual keys can't be used to activate **Parallels Desktop App Store Edition**. You need to download and install Parallels Desktop from the [website](#) (Make sure to choose the correct version for your key).

Restoring existing Parallels Desktop App Store Edition subscription

If you purchased a **Parallels Desktop App Store Edition** subscription some time ago and it's still active, please follow the steps below:

Launch **Parallels Desktop App Store Edition** > click on the **Parallels Icon** in the top Mac Menu bar > select **Account & Subscription** > select the **key** in the list > click **Activate**.

New purchase of Parallels Desktop App Store Edition subscription

If you've just purchased a new Parallels Desktop App Store Edition, we advise you to wait a few minutes and try again later. If that doesn't help, kindly reach out to [Support](#).

If you face another situation that isn't covered by this article, please reach out to our support team via <https://my.parallels.com/>

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