



## **Parallels Desktop Enterprise Product registration conflicts in MyAccount**

- Parallels Desktop for Mac Enterprise Edition

When registering a license key of your Parallels Desktop for Mac Enterprise Edition license (trial or long-term subscription) in your business account, you receive a warning that the license being registered conflicts with another license which is already registered in your business account.

### **Resolution**

Only one Parallels Desktop for Mac Enterprise Edition license - either a trial or a long-term subscription - can be registered in a business account at the same time.

Thus:

- \* If you have an active PDE trial registered in your business account, you cannot register another trial.
- \* If you have an active PDE long-term subscription in your business account, you cannot register another subscription.

In both cases, please address your Parallels sales representative or submit a request to [Parallels Support](#) if you want to extend your existing PDE trial or long-term subscription or add more license seats to it.

- \* If you have an active PDE trial registered in your business account, you still can register a long-term PDE subscription but you need to suspend the trial first. To proceed with suspending the existing trial and registration of the long term subscription, click 'Continue' in the warning dialog.
  - \* If you have an active PDE long-term subscription, you cannot register a PDE trial. Please address your Parallels sales representative or submit a request to Parallels Support to get assistance in resolving this conflict.
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