Find my activation key for Parallels Desktop for Mac

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

A product activation key is a set of 30 characters divided into five blocks of six characters:

XXXXXX-XXXXXX-XXXXXX-XXXXXX-XXXXXX

The key is provided with the purchase of Parallels Desktop for Mac and is used to activate a Parallels Desktop copy.

If you lost your activation key, you retrieve it using the options mentioned below.

- **In your Parallels Account**

1. Open your Parallels account Dashboard and click on **Active subscriptions and permanent licenses** under Parallels Desktop for Mac.
2. Click on the subscription you need a license for.
3. You will find the **License Keys** box with the product licenses.

If you didn't find your Parallels Desktop license using the instructions above, go back to the Dashboard and check if the license is available under **Legacy licenses**.

- **At the Parallels Online Store**

If you purchased Parallels Desktop from the Parallels Online Store, please click here to retrieve your key, or search your email box for correspondence from cleverbridge (no-reply@cleverbridge.com).

- **In an email or a box purchased from a Parallels reseller**

If your copy of Parallels Desktop was purchased from a Parallels reseller, the key was sent to you via email, at the email address you used when you purchased Parallels Desktop. Please check the order confirmation email sent by the reseller to locate the key.

If you purchased a boxed copy of Parallels Desktop, the key should be located inside the box.

- **On your Mac**

You can locate a Parallels Desktop for Mac key used on your Mac using a Terminal command.

Start the Terminal (**Finder > Applications > Utilities**) and execute the following command:

```
prlsrvctl info --license
```

In **Parallels Desktop 15** and above, the output will give you a part of your license key in the following format:

XXXXXX-******-******-******-XXXXXX

The output will only contain the information about the license used for product activation.

In **Parallels Desktop 14** and below, the output will give you the serial line with numeric codes in the following format:

xxx-xxxxx-xxxxx-xxxxx-xxxxx-xxxxx

The more activation keys you used on the Mac, the more codes you will see in the Terminal.

Copy the contents of the **serial** line and send to Parallels Support.

If none of the above methods worked, contact Parallels Support and attach a copy of your invoice that includes details of your purchase.

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