# **ESET Tech Center**

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# Activate ESET business products using ESET PROTECT in offline environment

Steef | ESET Nederland - 2021-01-15 - Comments (0) - ESET PROTECT On-prem

# Issue

- Activation fails due to no internet connection
- A Security Admin needs an offline license file (.lf) to activate an ESET product
- Create offline license files
- Add offline license file to the client task



"Legacy" licenses

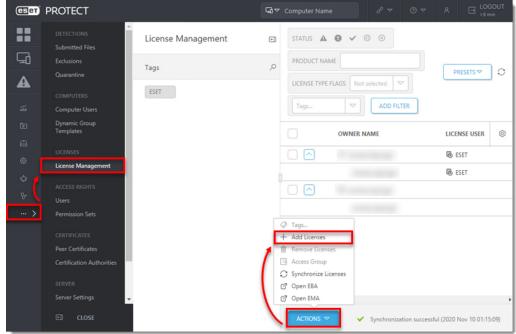
For more information about retrieving legacy license files from ESET Business Account, <u>see our Online Help</u> topic.

# Solution

Using your ESET Business Account, you can download an offline license that can be used to activate products installed on a computer without an internet connection, or that cannot be activated for other reasons.

### I. Create offline license files

- 1. Open ESET PROTECT Web Console in your web browser and log in.
- 2. Click ... More License Management Actions and click + Add Licenses.



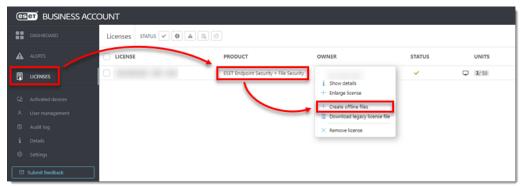
3. Select **Offline License File**, take note of the License File Token (you will need it later) and then click **Cancel**.

Add License	×
You can add your license using one of the following options:	
ESET Business Account or ESET MSP Administrator	
C License Key	
Offline License File	
License File Token 🕐	
Offline License File	
Choose File No file chosen	
ADD LICENSES CANCEL	

4. Click Actions  $\rightarrow$  Open EBA and log in to your ESET Business Account.

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>	Permission Sets			
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	Peer Certificates		Remove Licenses	
	Certification Authorities		🗄 Access Group	
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	CLOSE CLOSE		ACTIONS V Synchronization successful (2020 Nov 10 01:15:0	9)

5. Click Licenses, select the license, and click Create offline files.



- 6. Select a product for this file, enter the **Name** of the file, and its **Unit count** (number of seats exported to the license file).
- 7. Select the check box next to **Allow management with ESET PROTECT** and enter the **ESET PROTECT token** you saved from step 2.
- 8. Click Generate.

Create offline licen	se file	×			
Product		6			
ESET Endpoint Security	y for Windows	-			
Name	Windows Security				
Units count	2	/47			
Username and password  Include Username and Password When included it is possible to update from ESET servers					
ESET PROTECT Allow management	t with ESET PROTECT				
ESET PROTECT token					

You

9. Select the license and click **Show details**.

will see the Offline license file was created notification when it is successful.

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10. Click the **Offline files** tab, select the license file you just created, and then click **Download**.

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#	← BACK	ESET Endpoint Security + File Security - Offline files			
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	CREATE OFFLINE LICENSE	ACTIONS *	_		,

#### ▼ Download option is not offered?

You need to enable downloading the offline files.

1. Navigate to Settings.

2. Select the option Show the download option for offline license files.

es	BUSINESS ACCOUNT				Ð
==	Settings				
A					_
	ALERTS	Alert i	Email i		Â
G	Close to expiration warning Alert about licenses that are close to expiration				- 1
^ ≌	Close to overusage warning Alert about licenses that are close to an overusage				
i	Overused warning Alert about licenses that are overused				
٢					.
	LICENSE MANAGEMENT				- 1
$\mathbf{N}$	Deactivate seats not connected to ESET Business Account		Deactivate after: 365 Days 👻		- 1
	Show legacy license files for products older than version 6				
	Show the download option for offline license files.				
					-
	SECURITY E				

You will see the **Selected file was downloaded** message when it is successful.

11. In the ESET PROTECT console Add License window, click Choose File, select the offline license file you just downloaded from ESET Business Account and click Upload → Add Licenses.
 Add License ×

You can add your license using one of the follow	ing options:		
ESET Business Account or ESET MSP Administra	tor		
C License Key			
Offline License File			
License File Token 💿			
Offline License File			
Choose File Windows Security.If			
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ADD LICENSES CANCEL			

You will see the Licenses have been successfully added by license file message when it is complete.

12. The licenses will be displayed by category in the **License Management** tab. There may be a delay before the list is updated.

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	LICENSES			□ ✓ ×	₿ ESET
۰ ف	License Management			○ ♥ №	
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	Server Settings 🗸 🗸			•	,
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# II. Add offline license file to the client task

Activate endpoint machines individually

<u>Activate endpoint machines from ESET PROTECT</u> article and select the offline license file you created in <u>section</u> <u>I</u>.

- 1. <u>Create a client task</u> and use the settings as described in the following steps.
- 2. In the **Basic** section, give your task a **Name** and optional **Description**.

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٦		BACK	FINISH CANCEL		

- 3. In the **Settings** section, select the offline license file you created in section I, select **Install by direct package URL**, enter the URL where the file is hosted on your network share and then select I accept the terms of application End User License Agreement.
- 4. Select Automatically reboot when needed and click Continue.

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▲ ≦ © © © © © ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	Basic Summary	3(*	Install by direct     package URL	_	t	expires 2021 Feb 4	×
-1		4	Automatically reboot w				

5. <u>Continue creating the client task</u> and adding the trigger.