ESET Tech Center

Knowledgebase > ESET PROTECT On-prem > Add product licenses in ESET PROTECT

Add product licenses in ESET PROTECT

Steef | ESET Nederland - 2021-03-24 - Comments (0) - ESET PROTECT On-prem

Issue

- Add ESET License Keys or security admin credentials to ESET PROTECT
- <u>Troubleshooting for issues adding licenses</u>
- <u>ESET Business Account or ESET MSP Administrator</u>
- Add a License Key

Solution

ESET PROTECT 8.x User Permissions

This article assumes that your ESET PROTECT user has the correct access rights and permissions to perform the tasks below.

If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all the access rights (you only need to do this once): <u>Create a second administrator user in ESET PROTECT</u>

1. Open ESET PROTECT Web Console in your web browser and log in.



 Click More → License Management → Add Licenses. If a license is already added, click Actions → Add Licenses.

- 3. There are three ways to add a license in ESET PROTECT:
 - ESET Business Account or ESET MSP Administrator
 - License Key
 - Offline License File

ESET Business Account or ESET MSP Administrator

ESET Business Account (EBA) enables ESET business license owners to manage all of their licenses in one place. For more information about EBA, read the <u>EBA Online Help</u>.

ESET MSP Administrator (EMA 2) is a license management system for ESET MSP partners. For more information about EMA 2, read the <u>EMA 2 Online Help</u>.

1. Enter the ESET Business Account or ESET MSP Administrator credentials and click Add Licenses.

Add License		>
You can add your license using one	of the following options:	
ESET Business Account or ESET M	SP Administrator	
🔵 License Key		
Offline License File		
ESET Business Account or ESET MS	Administrator Login	
Password		
Show password		
Note: You can use ESET License Admi the new <u>ESET Business Account</u> .	istrator Security Admin account credentials as well, however we do recommend	to migrate your licenses to
ADD LICENSES CANCEL		

2. A popup will appear with confirmation of successfully added licenses and the licenses will appear in the list of licenses.

eser	PROTECT		Ga マ Computer Name	QUICK LINKS 🗢	⑦ HELP ♥ Å ADMINISTR	ATOR ☐ LOGOUT
		License Management	STATUS A O V (1) (2) PRODUCT	NAME	ER	PRESETS 🔻 🔿
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>		Licenses hav There may b	ve been successfully added using ESET account credentials be some delay before the list is updated.	(login:)).		ESET Enterprise Insp
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	CLOSE		ACTIONS V Synchronization success	essful (2021 Mar 16 13:06:55)		

Add a License Key

As a license owner, you can add your license using the License Key that was emailed to you following the purchase of your ESET product (if you do not know your License Key, <u>click here to retrieve it</u>).

1. Click **License Key**, type the License Key that you want to add into the blank field and click **Add Licenses**.

Add License	×
You can add your license using one of the following options:	
ESET Business Account or ESET MSP Administrator	
License Key	
Offline License File	
License Key	
I have a Username and Password, what do I do?	
ADD LICENSES CANCEL	

Troubleshooting

If you cannot add a license in ESET PROTECT, the cause might be related to the proxy settings on your ESET PROTECT Server. To troubleshoot this issue, follow the steps below:

- 1. <u>Open ESET PROTECT Web Console</u> in your web browser and log in.
- 2. Click **More** \rightarrow **Server Settings**.
- 3. Expand Advanced Settings and click the slider bar next to Use proxy server to disable it. Click Save.

eser	PROTECT		G マ Computer Name	QUICK LINKS 🗢	⊙ HELP ⊽	A ADMINISTRATOR	B LOGOUT
	DETECTIONS Submitted Files	Server Settings Q Type to search	?				
G	Exclusions						A
A	Quarantine	+ UPDATES					
ň	COMPUTERS Computer Users	- ADVANCED SETTINGS					
Ē	Dynamic Group Templates	HTTP PROXY					
	LICENSES	Use proxy server Host					
φ	License Management	Port	3 3128				
Ŷ	ACCESS RIGHTS	Username					
>	Permission Sets	Password	Show password				
	CERTIFICATES	Use direct connection if HTTP proxy is not available					
	Certification Authorities	WAKE-UP CALL				0	
	SERVER	UDPv4 Port	1237				
	Server Settings	UDPv6 Port	1238				
	ACTIVITY AUDIT	WAKE ON LAN					
	Audit Log	Multicast Addresses	Edit multicast add	resses		0	
		SMTP SERVER					
		Use SMTP server	×				
		Host					-
	CLOSE	SAVE					

4. Try to add the license again.

If you are not successful, it can indicate a problem with your proxy settings. See the following Knowledgebase resources for further assistance:

- Addresses and ports to open for ESET PROTECT
 Disable Apache HTTP Proxy when the modules update fails in ESET PROTECT
 Known issues in ESET PROTECT