

ESET Tech Center

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Add product licenses in ESET Security Management Center (7.x)

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Issue

- Add ESET License Keys or security admin credentials to ESET Security Management Center
- Troubleshooting for issues adding licenses

Solution

ESET Security Management Center (ESMC) 7 User Permissions

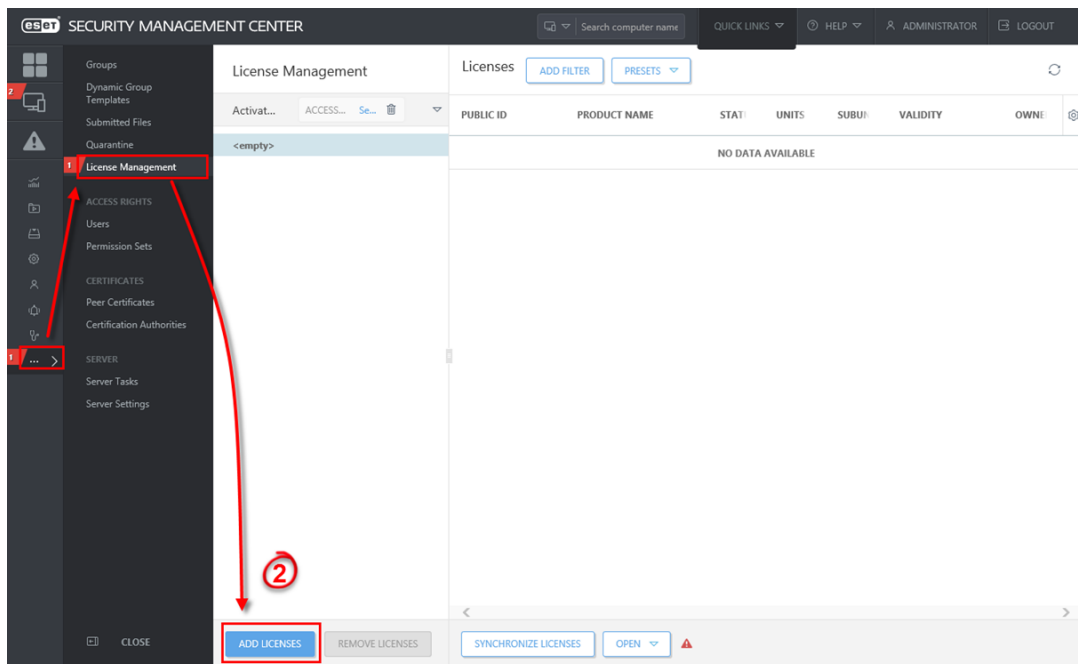
This article assumes that your ESMC user has the correct access rights and permissions to perform the tasks below.

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 access rights (you only need to do this once):

- [Create a second administrator user in ESET Security Management Center 7.x](#)

[View permissions needed for least privilege user access](#)

1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **More** → **License Management** → **Add Licenses**.



1. There are three ways to add a license in ESET Security Management Center (ESMC)
 - ESET Business Account
 - License Key
 - [Offline License File](#) - for use with legacy server products

ESET Business Account

ESET Business Account (EBA) allows ESET business license owners to manage all of their licenses in one place. For more information about EBA, read the [EBA Online Help](#).

1. Enter the ESET Business Account credentials and click **Add Licenses**.

Add License

You can add your license using one of the following options:

- ESET Business Account
- License Key
- Offline License File

ESET Business Account Login

Password

[Show password](#)

Note: You can use ESET License Administrator Security Admin account credentials as well, however we do recommend to migrate your licenses to the new [ESET Business Account](#).

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

The screenshot shows the ESET Security Management Center interface. The 'License Management' section is active, displaying a table of licenses. A confirmation popup is overlaid on the table, indicating that licenses have been successfully added. The table contains one entry:

Activ...	ACCE...	PUBLIC ID	PRODUCT NAME	STAT	UNITS	SUBUI	VALIDITY	OWNE	CC
			ESET Endpoint Security for...	✓	2/10 (0 o...		2018 Dec 14 13:00:00		

2

Licenses have been successfully added by ESET Business Account credentials (login: [redacted]). There may be some delay before the list is updated.

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, [click here to retrieve it](#)).

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

License Key

Offline License File

License Key

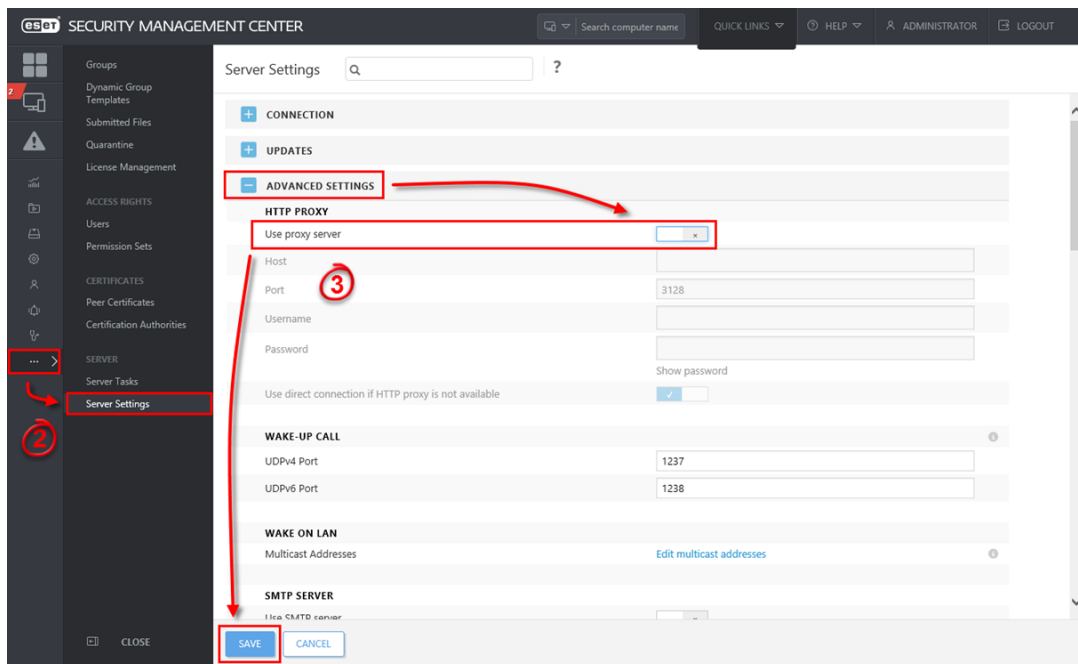
[I have a Username and Password, what do I do?](#)

ADD LICENSES CANCEL

Troubleshooting

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

1. [Open ESET Security Management Center Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **More** → **Server Settings**.
3. Expand **Advanced Settings** and click the slider bar next to **Use proxy server** to disable it. Click **Save**.



1. Try to add the license again.

If you are successful, it might indicate a problem with your proxy settings. See the following Knowledgebase resources for further assistance:

- [Addresses and ports to open for ESET Security Management Center](#)
- [Disable Apache HTTP Proxy when virus signature database updates fail \(7.x\)](#)
- [Known issues in ESET Security Management Center 7](#)

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