

ESET Tech Center

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Automatic upgrade of ESET legacy business offering

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Issue

- ESET is automatically upgrading customers of legacy solutions to new up-to-date subscriptions
- Upgrade license information
- FAQ

Solution

ESET will automatically upgrade customers of legacy business solutions to an [up-to-date solution](#). Customers will receive a notification via email before being upgraded.

Maximum protection for our customers is our top priority. The upgrade will not impact product functionality. Customers can continue uninterrupted use of currently deployed ESET products. For more information on this upgrade, view the FAQ section.

Legacy offering license

ESET Secure Enterprise Agreement

ESET Secure Business

ESET Secure Business Cloud

ESET Secure Enterprise

ESET Small Business Security Pack

ESET Home Office Security Pack

New offering license

ESET PROTECT Complete On-Prem

ESET PROTECT Complete On-Prem

ESET PROTECT Complete

ESET PROTECT Complete On-Prem

ESET PROTECT Complete On-Prem

ESET PROTECT Advanced On-Prem

FAQ

- **Is there an extra cost for this upgrade?**

No, there are no additional costs to the upgrade.

- **Will this upgrade have an impact on my renewal price?**

ESET prices are aligned in a way that there is no significant difference between the current and the new solutions licenses at the time of renewal.

- **What are the benefits of the upgrade?**

All customers will benefit from added ESET PROTECT Platform modules without additional fees. Depending on the solution they will upgrade to, customers can enhance the protection of their organization with the following:

- Mobile Threat Defense for Android and iOS devices

- Cloud Application Protection for productivity and email apps within Microsoft 365 and Google Workspace
 - Advanced Threat Defense for improved ransomware and zero-day protection
 - Full Disk Encryption
 - Single-pane-of-glass security management with ESET PROTECT console
- **I do not need encryption or additional features. Why do I need an upgrade?**
The upgrade is free. If your company situation changes, you will have the ability to start using any modules included in your subscription without any friction.
 - **Will this upgrade impact the expiration date?**
No, the expiration dates remain unchanged.
 - **Will this upgrade impact ESET support for the products we currently use?**
No, ESET support for your current product in its current status will remain unchanged. To see if an ESET product is approaching its End of Life, review [the ESET End of Life policy](#).
 - **How do I manage my license?**
Cloud-based solutions use the [ESET Business Account](#) portal to administer licenses or activate trials for the latest cloud-based solutions. On-premises solutions will use the single-pane-of-glass security management with the ESET PROTECT On-Prem console to view company security, including an overview of your licenses.
 - **What is the difference between ESET PROTECT Complete On-Prem and ESET PROTECT Complete solutions?**
ESET PROTECT Complete can be managed via a cloud management console, while the latter utilizes an on-prem management console. In addition, ESET PROTECT Complete includes our cloud app protection module, ESET Cloud Office Security.
 - **Where can I find more details on ESET PROTECT Complete On-Prem solution?**
Contact your local reseller for more details about this solution.
 - **Where can I find more details on ESET PROTECT Advanced or ESET PROTECT Complete solution?**
For information on ESET PROTECT Advanced, [see our Solutions page](#) and on ESET PROTECT Complete [the Solutions page here](#). View [ESET's full portfolio](#).
 - **Can I use the ESET PROTECT cloud management console within the ESET PROTECT Complete On-Prem?**
No, only the on-premises version of the ESET PROTECT console can be deployed within the On-Prem solutions. To use the ESET PROTECT cloud console, you will need to purchase a cloud-based ESET PROTECT Complete solution with dedicated pricing available via your local reseller.

- **My current subscription (ESET Small Business Security Pack or ESET Home Office Security Pack) includes five extra seats for mobile devices. Will I get to keep these seats?**

Yes. All customers of ESET Small Business Security Pack and ESET Home Office Security Pack will get five extra seats after migration.