

ESET Tech Center

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Clients not activated alert after upgrading to ESET Endpoint Security or ESET Endpoint Antivirus 8.x

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Issue

- [ESET PROTECT \(8.x\) fails to activate the version 8 Endpoint products after an upgrade from version 5, 6, or 7 to version 8 ESET business products](#)
- [ESET PROTECT \(8.x\) displays alerts for Endpoints with licenses expiring soon but you have valid licenses for these Endpoints](#)

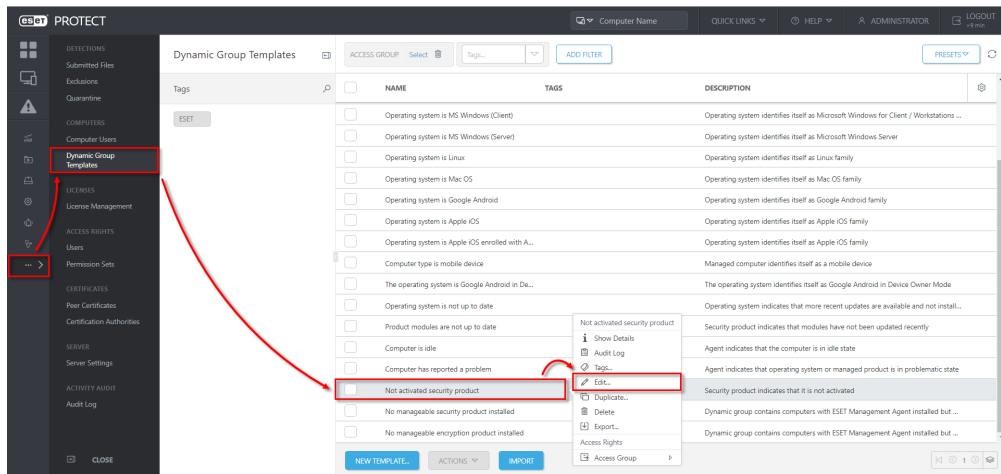
Details

You can create a new dynamic group template for clients that failed to activate after your upgrade. After that, run a task to re-enter your valid license information.

Solution

Create a dynamic group template

1. [Open the ESET PROTECT Web Console](#) in your web browser and log in.
2. Click **More** → **Dynamic Group Templates**, click **Not activated security product** template, and in the pop-up window, click **Edit**.



3. Click **Expression** → **Add Rule**.

Edit Dynamic Group Template

Dynamic Group Templates > Not activated security product

Basic

Expression

Summary

OPERATION OR (At least one condition has to be true)

Functionality/Protection problems - Problem = (equal) Product not activated

Add Rule

BACK CONTINUE FINISH SAVE AS... CANCEL

4. Expand **Functionality/Protection problems**, select **Problem**, and then click **OK**. Your new rule will be shown in the operations list.

Please select item

Type to search ...

- Activation
- Active detections
- Computer
- Device identifiers
- Functionality/Protection problems
 - Feature
 - Problem
 - Source
 - Status
- Functionality/Protection status
- Functionality/Protection status of computer
- Hardware
- HW inventory/Chassis
- HW inventory/Device information

OK CANCEL

5. Repeat Step 4 until you have four identical rules (**A computer restart is required for applying device control settings** is set by default). Click each of the problem values and change them to the following four settings, respectively:
- Product is not activated
 - License expired
 - Protection of your device ends shortly
 - Your license will expire soon

Edit Dynamic Group Template
Dynamic Group Templates > Not activated security product

Basic
Expression
Summary

OPERATION OR (At least one condition has to be true)

Functionality/Protection problems . Problem	is one of	Product not activated Add	
OR	Functionality/Protection problems . Problem	is one of	License expired Add
OR	Functionality/Protection problems . Problem	is one of	Protection of your device ends shortly Add
OR	Functionality/Protection problems . Problem	is one of	A computer restart is required for applying device control settings Add

[Add Rule](#)

Webcam protection not functional
Web control is non-functional
Web control is paused
Web control not fully functional
Windows Security Center indicates that the feature is in snooze state
Windows Security Center indicates that the feature is not installed or is not running properly
Windows updates available
Your device is outdated. It is not guaranteed that your device remains protected with your outdated version...

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Your license will expire soon

6. Change the operator in all conditions to = (equal).

Edit Dynamic Group Template
Dynamic Group Templates > Not activated security product

Basic
Expression
Summary

OPERATION OR (At least one condition has to be true)

Functionality/Protection problems . Problem	= (equal)	Product not activated Add	
OR	Functionality/Protection problems . Problem	= (equal)	License expired Add
OR	Functionality/Protection problems . Problem	= (equal)	Protection of your device ends shortly Add
OR	Functionality/Protection problems . Problem	= (equal)	Your license will expire soon Add

[Add Rule](#)

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7. Click **Finish** to create the Dynamic group.

Edit Dynamic Group Template
Dynamic Group Templates > Not activated security product

Basic
Expression
Summary

OPERATION OR (At least one condition has to be true)

Functionality/Protection problems . Problem	= (equal)	Product not activated Add	
OR	Functionality/Protection problems . Problem	= (equal)	License expired Add
OR	Functionality/Protection problems . Problem	= (equal)	Protection of your device ends shortly Add
OR	Functionality/Protection problems . Problem	= (equal)	Your license will expire soon Add

[Add Rule](#)

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Run the activation task

1. Run an [activation task](#) and select the Dynamic group that you created in Step 7 as the [trigger target](#) (see [Step 3 of this related article](#)).

