ESET Tech Center

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

Steef | ESET Nederland - 2021-05-19 - Comments (0) - Legacy

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.
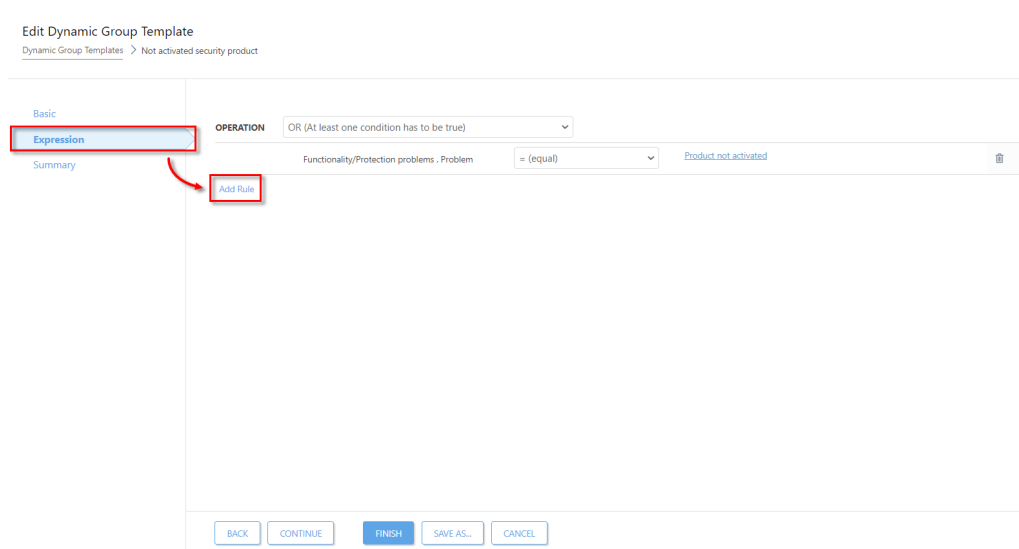
Solution

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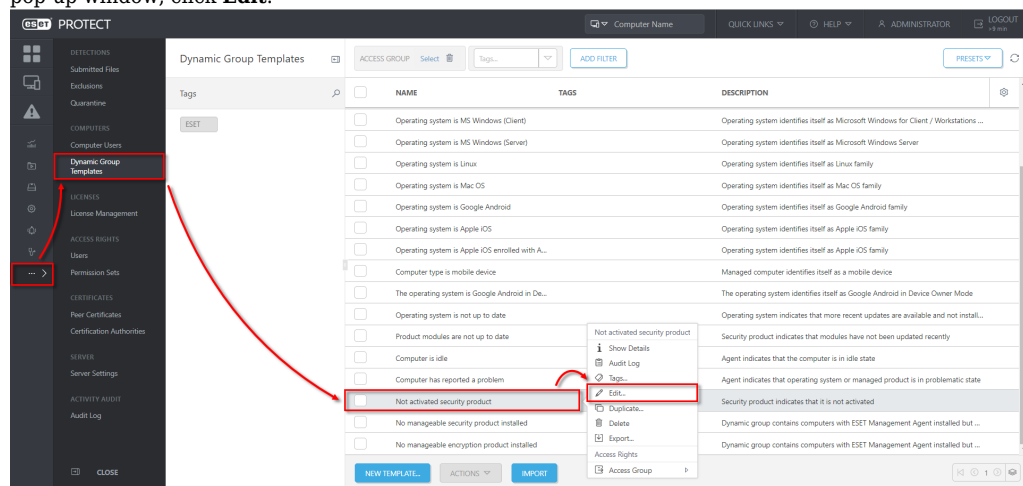
3. Click **Expression → Add Rule**.

4. Expand **Functionality/Protection problems**, select **Problem,** and then click **OK**. Your new rule will be shown in the operations list.
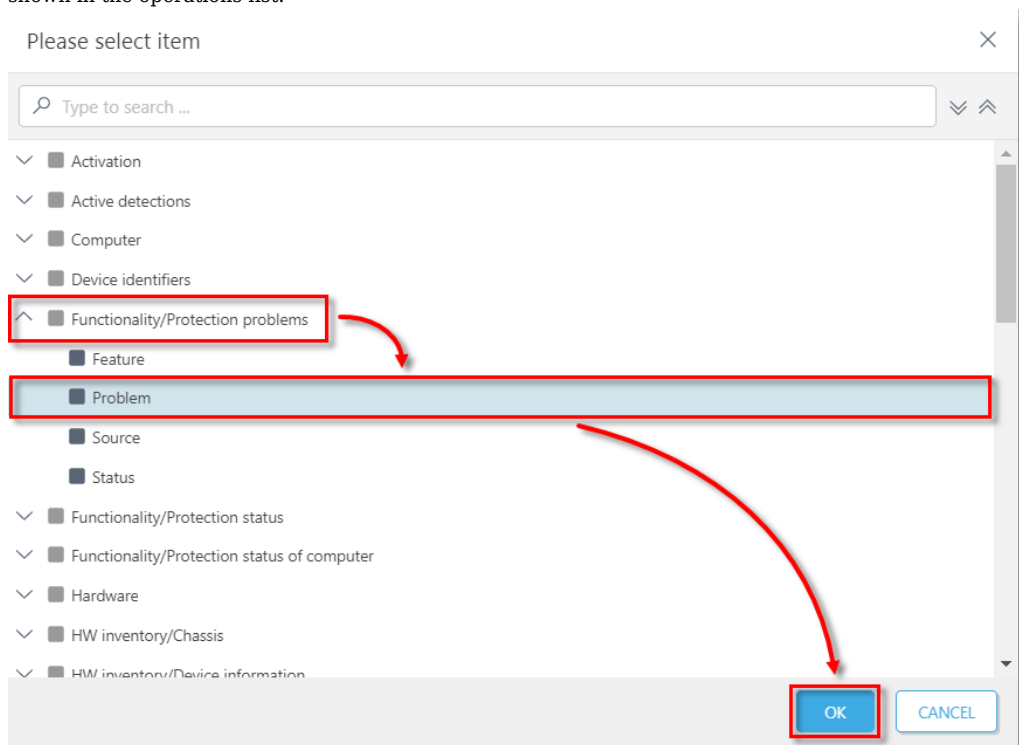
5. Repeat Step 4 until you have four identical rules (**A computer restart is required for applying device control settings** is set by default). Click each of the problem values and change them to the following four settings, respectively:
   - ○ **Product is not activated**
   - ○ **License expired**
   - ○ **Protection of your device ends shortly**
   - ○ **Your license will expire soon**

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

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

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).