ESET Tech Center

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

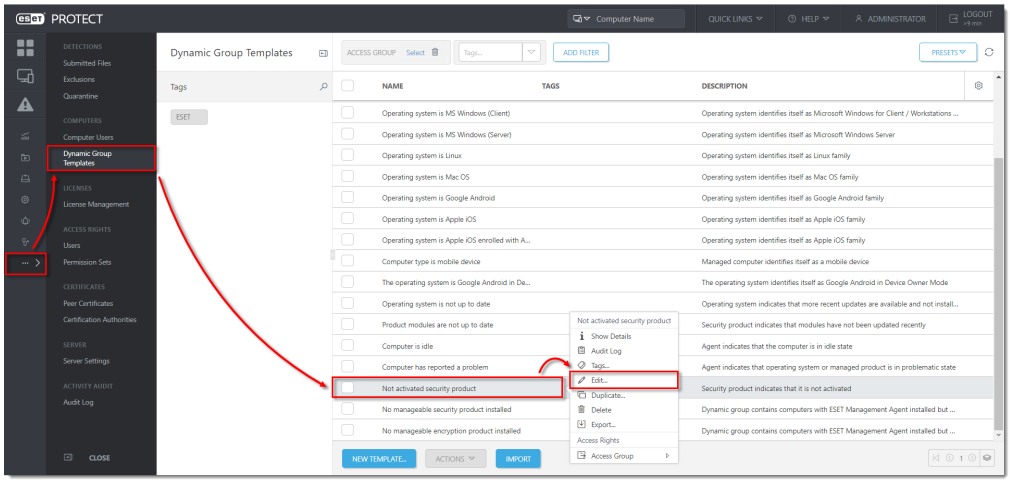
Details

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.

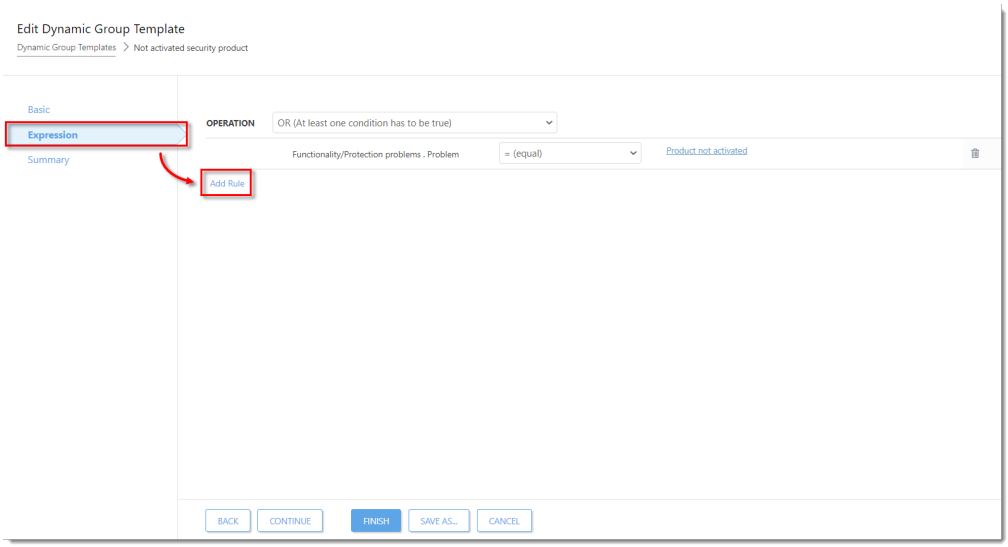
Solution

Create a dynamic group template

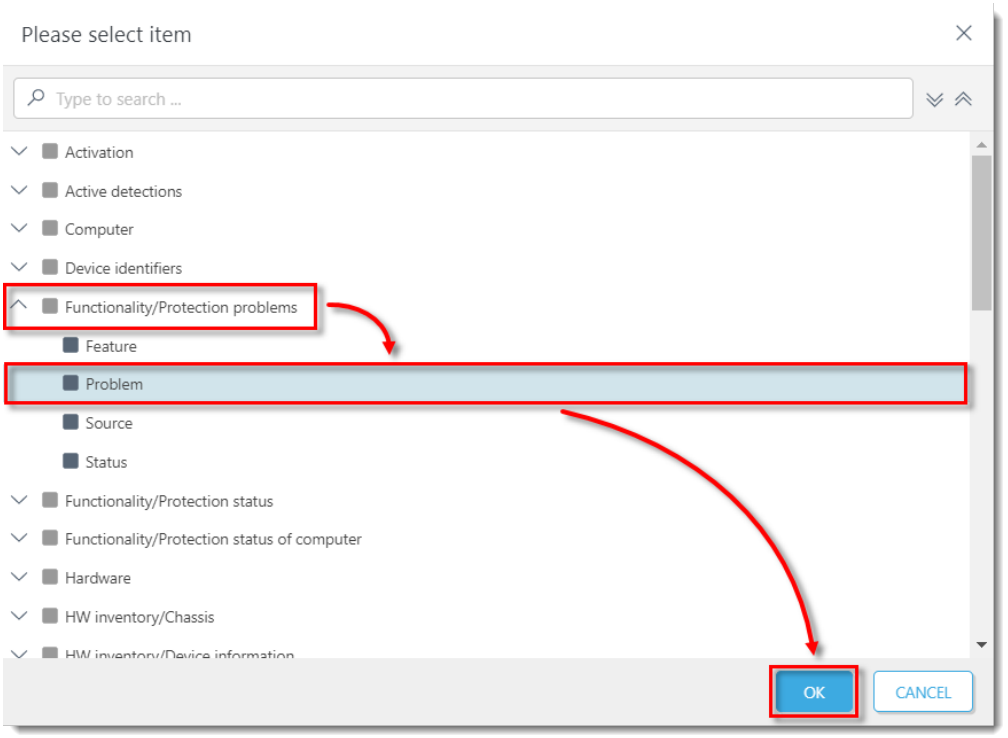
1. Open the ESET PROTECT Web Console in your web browser and log in.
2. Click **More** → **Dynamic Group Templates**, click **Not activated security product** template, and in the pop-up window, click **Edit**.



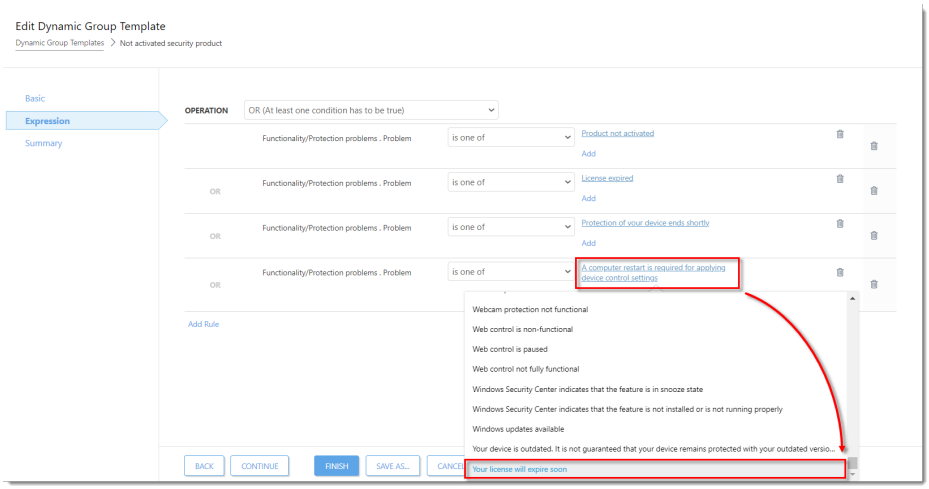
3. Click **Expression** → **Add Rule**.



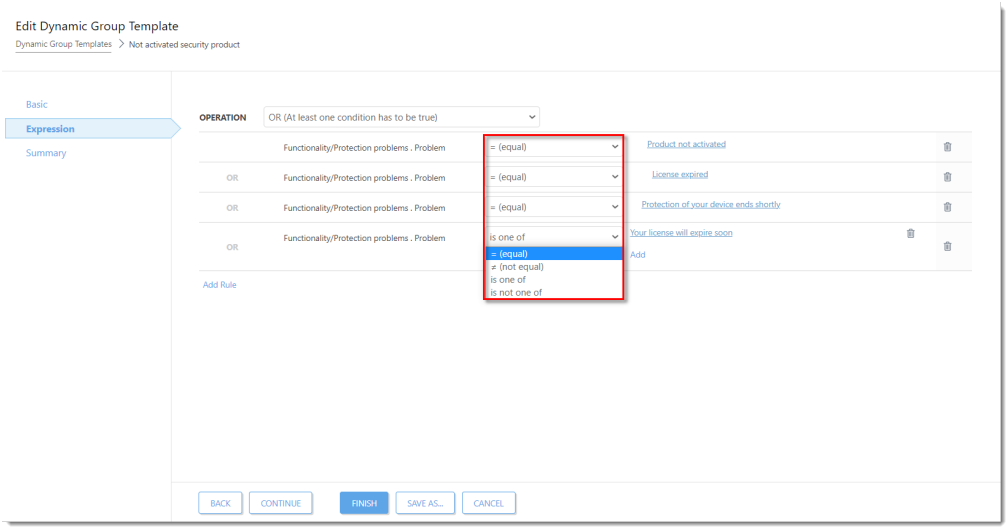
4. Expand **Functionality/Protection problems**, select **Problem,** and then click **OK**. Your new rule will be shown in the operations list.



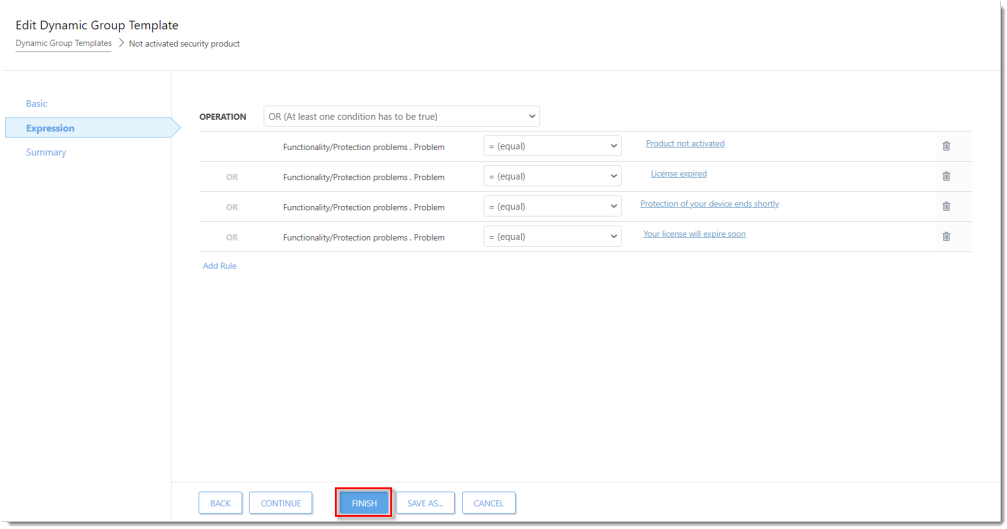
5. Repeat Step 4 until you have four identical rules (**A computer restart is required for applying device control settings** is set by default). Click each of the problem values and change them to the following four settings, respectively:
    - **Product is not activated**
    - **License expired**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