

ESET Tech Center

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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](#)

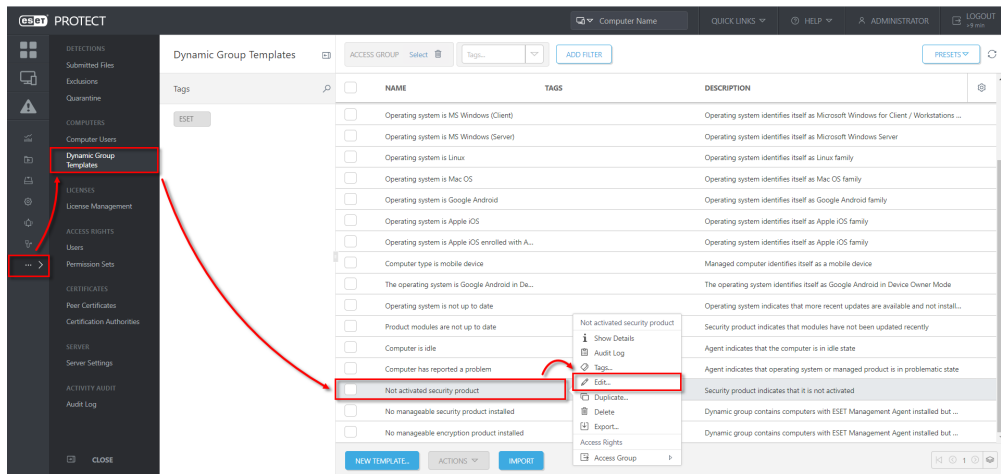
Details

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.

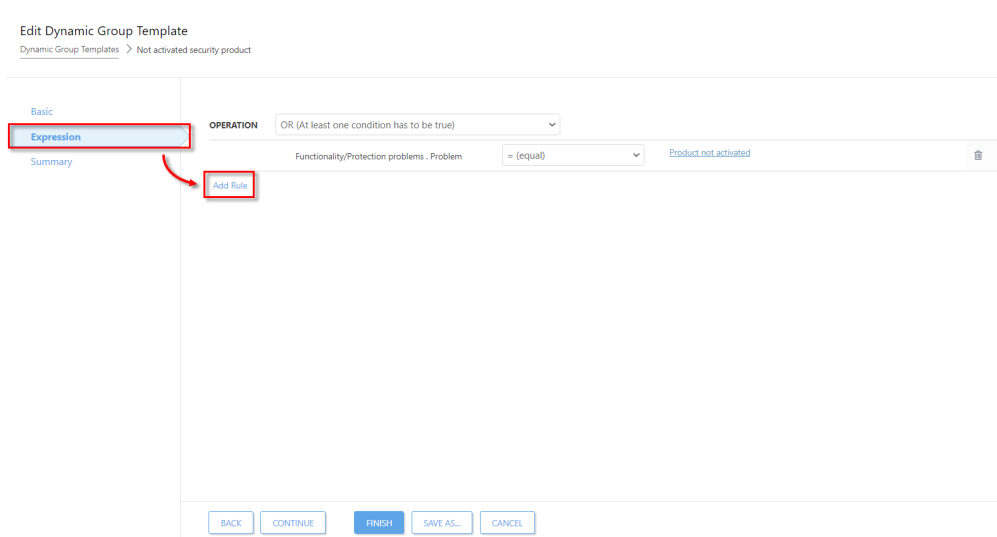
Solution

Create a dynamic group template

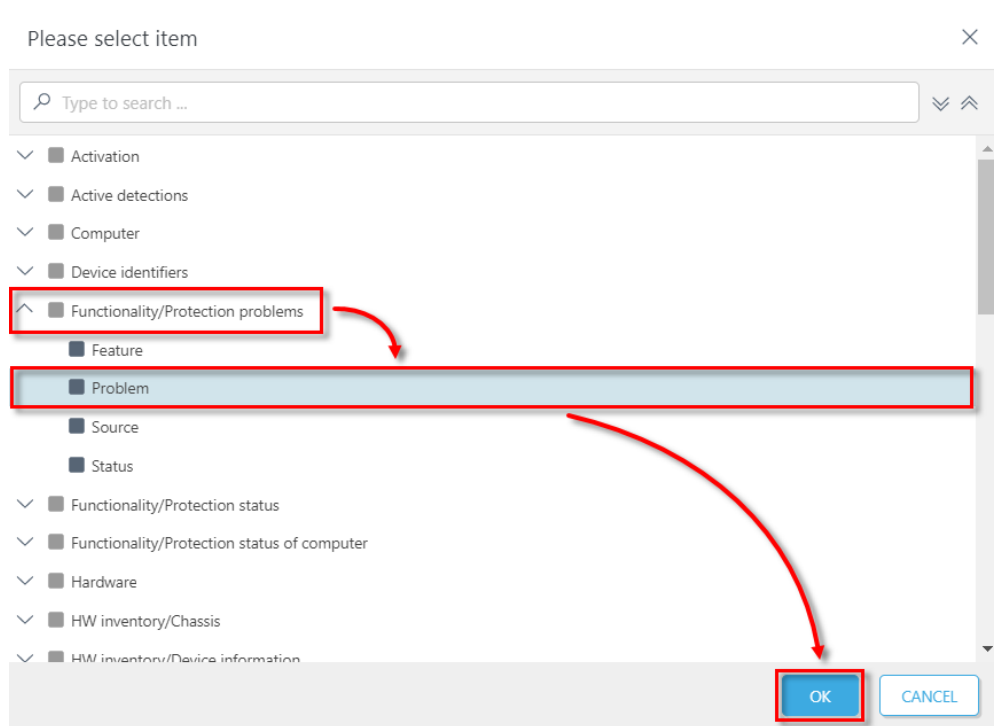
1. [Open the ESET PROTECT Web Console](#) in your web browser and log in.
2. Click **More** → **Dynamic Group Templates**, click **Not activated security product** template, and in the pop-up window, click **Edit**.



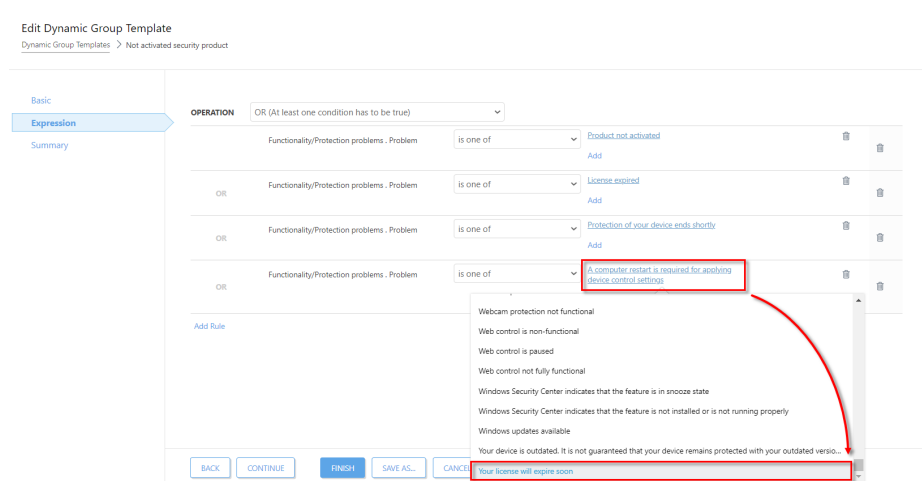
3. Click **Expression** → **Add Rule**.



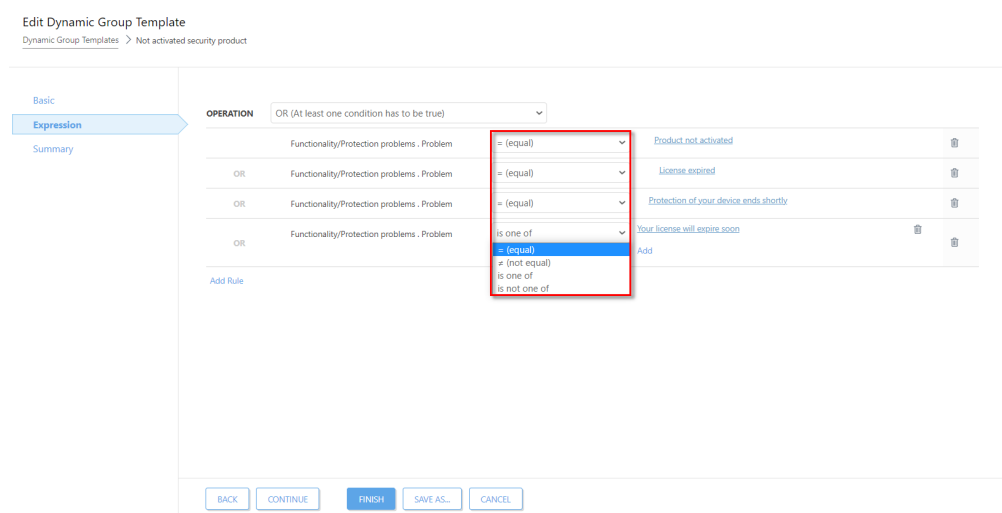
4. Expand **Functionality/Protection problems**, select **Problem**, and then click **OK**. Your new rule will be shown in the operations list.



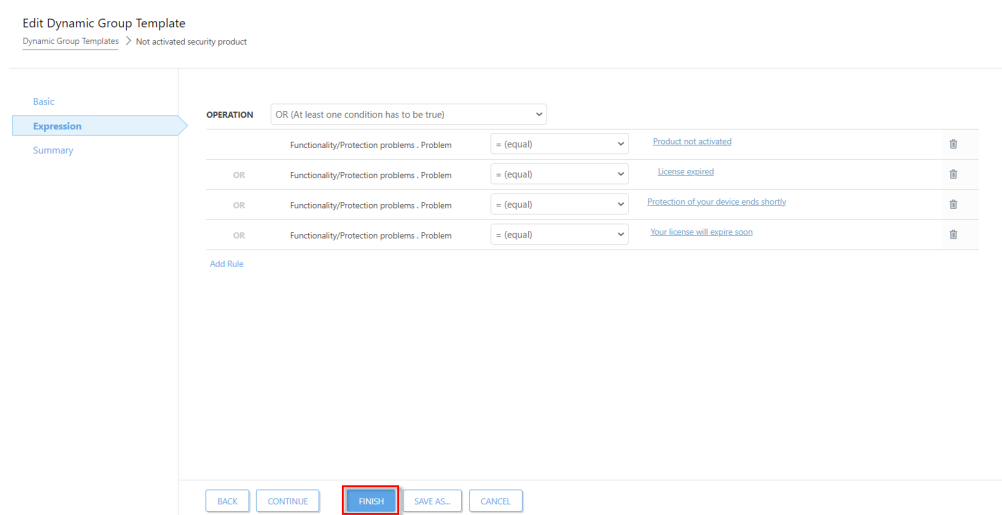
5. Repeat Step 4 until you have four identical rules (**A computer restart is required for applying device control settings** is set by default). Click each of the problem values and change them to the following four settings, respectively:
 - **Product is not activated**
 - **License expired**
 - **Protection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

