

# ESET Tech Center

[Knowledgebase](#) > [Legacy](#) > [Clients not activated alert after upgrading to ESET Endpoint Security or ESET Endpoint Antivirus 8.x](#)

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

Steeff | 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](#)

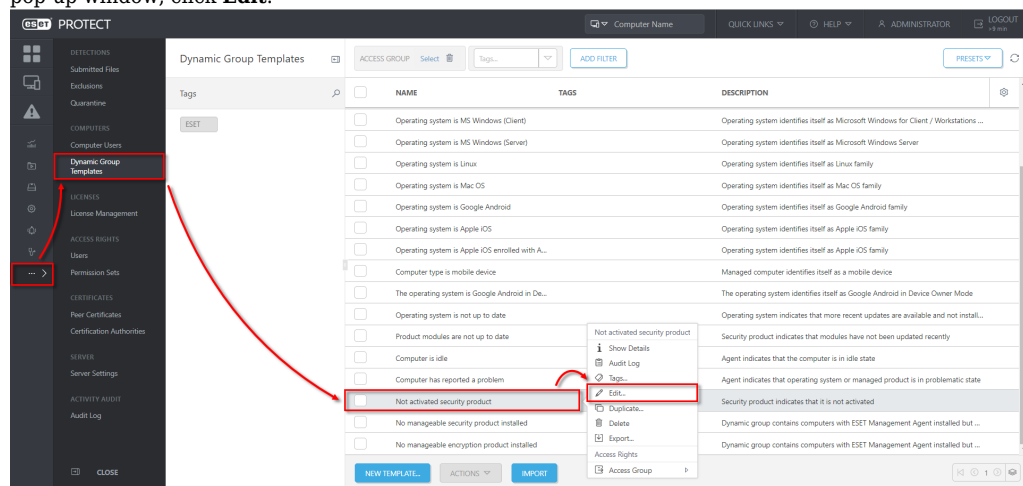
### Details

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.

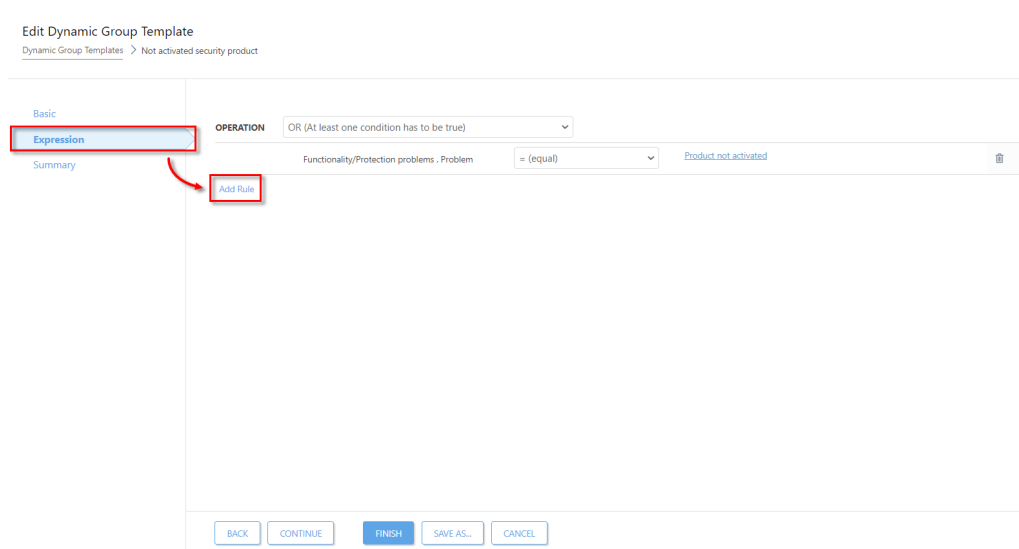
### Solution

#### Create a dynamic group template

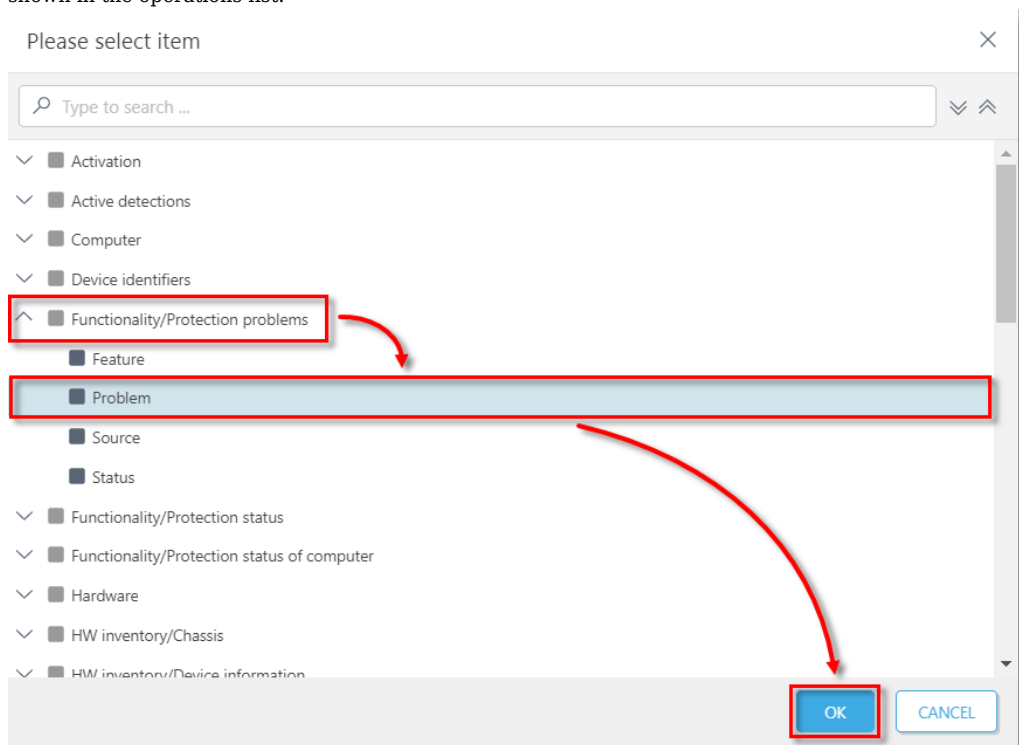
1. [Open the ESET PROTECT Web Console](#) in your web browser and log in.
2. Click **More** → **Dynamic Group Templates**, click **Not activated security product** template, and in the pop-up window, click **Edit**.



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**

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	
OR	Functionality/Protection problems - Problem	is one of	License expired
OR	Functionality/Protection problems - Problem	is one of	Protection of your device ends shortly
OR	Functionality/Protection problems - Problem	is one of	A computer restart is required for archiving device control settings

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...  
Your license will expire soon

BACK CONTINUE FINISH SAVE AS... CANCEL

## 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	
OR	Functionality/Protection problems - Problem	= (equal)	License expired
OR	Functionality/Protection problems - Problem	= (equal)	Protection of your device ends shortly
OR	Functionality/Protection problems - Problem	is one of	Your license will expire soon

Add Rule

BACK CONTINUE FINISH SAVE AS... CANCEL

## 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	
OR	Functionality/Protection problems - Problem	= (equal)	License expired
OR	Functionality/Protection problems - Problem	= (equal)	Protection of your device ends shortly
OR	Functionality/Protection problems - Problem	= (equal)	Your license will expire soon

Add Rule

BACK CONTINUE **FINISH** SAVE AS... CANCEL

## 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](#)).