

ESET Tech Center

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End of Life for ESET License Administrator

Mitch | ESET Nederland - 2022-08-17 - Comments (0) - Legacy

Issue



ESET License Administrator End of Life

On June 30, 2022, ESET License Administrator reached End of Life status.

- [ESET License Administrator](#) has reached End of Life status on June 30, 2022
- ESET License Administrator has been replaced with [ESET Business Account](#)
- [You must migrate your licenses from ESET License Administrator to ESET Business Account](#)
- [ESET License Administrator End of Life FAQ](#)

Details

ESET License Administrator reached Limited Support status in March 2020. Its successor, ESET Business Account, was released in September 2018.

The ESET Business Account portal enables ESET business license owners to manage all of their licenses in one place. Business licenses purchased after September 2018 are managed in the ESET Business Account portal. Refer to the ESET Business Account Online Help guide for a [comparison of ESET Business Account and ESET License Administrator](#).

Solution

ESET License Administrator has reached End of Life status on June 30, 2022.

ESET License Administrator must [migrate licenses from ESET License Administrator to ESET Business Account](#).

On November 11, 2021, the following limitations were applied to the ESET License Administrator portal:

- Cannot create a new security administrator account
- Cannot register cloud license (Software as a Service)

Migrate your licenses from ESET License Administrator to ESET Business Account



Before you continue

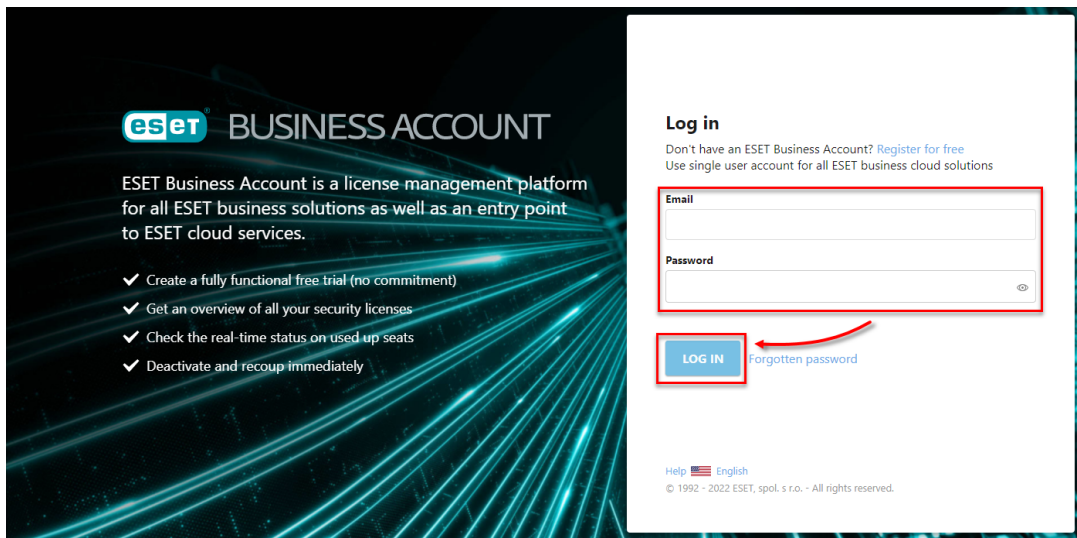
To migrate your license from ESET License Administrator to ESET Business Account you need to have the License Key, license owner password (or your login credentials) and access to the email address your ESET license is registered with.

1. Open [ESET Business Account and log in](#).
2. If you do not already have an account, click **Register for free** and create an account.



Email address

For seamless license migration, the new ESET Business Account email address must match the existing ESET License Administrator email address. If the new email address differs from the existing ESET License Administrator address, the license password is required to migrate licenses.



Figure

1-1

3. Click **Licenses** → **Enter license key**. If you already have a different license in your ESET Business Account, click **Licenses** → **Add License** → **Enter license key**.

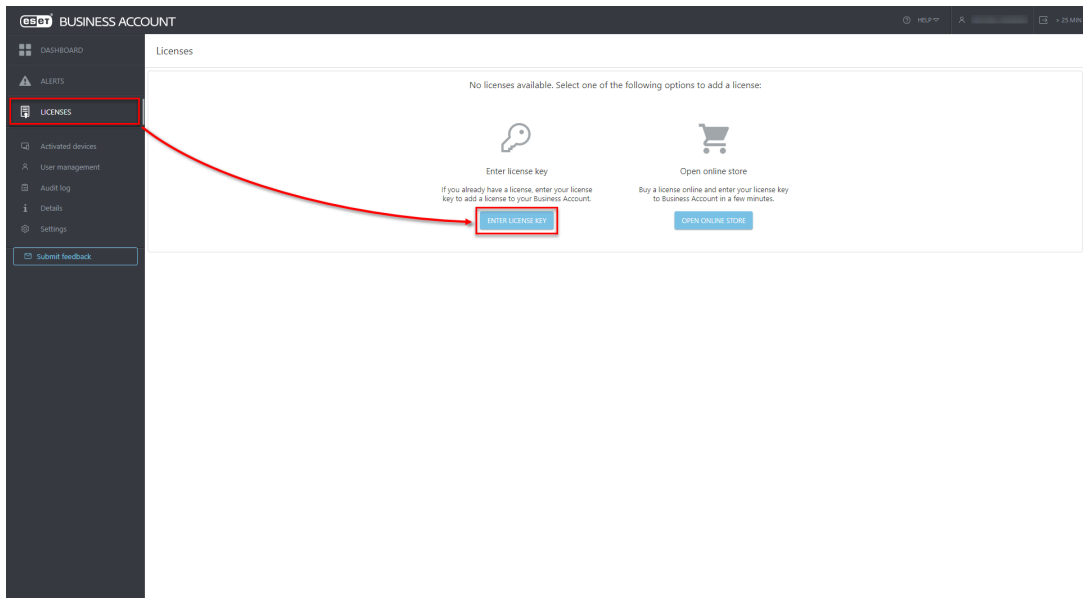


Figure 1-2

4. Type or copy/paste your license key and click **Add License**.

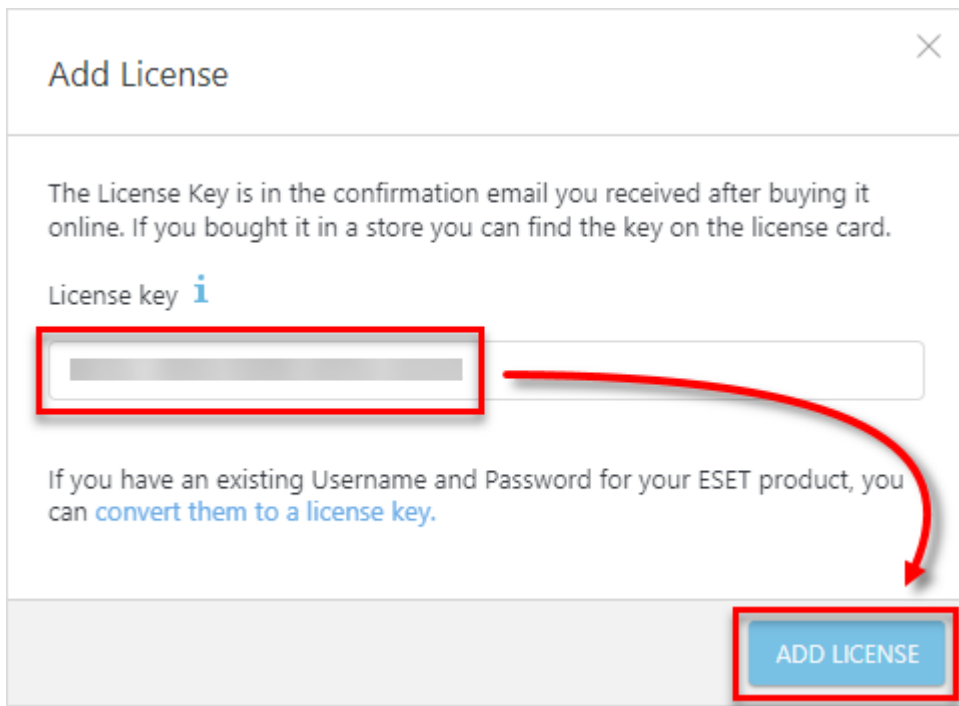


Figure 1-3

5. Type or copy/paste your license owner password and click **Verify**.



ESET Business Account version 3.59 and later

In ESET Business Account version 3.59 and later, users who migrate their license from ESET License Administrator to ESET Business Account, will not be required to type or copy/paste in an ESET License Administrator license password if the license owner's email is the same as their ESET Business Account account email.

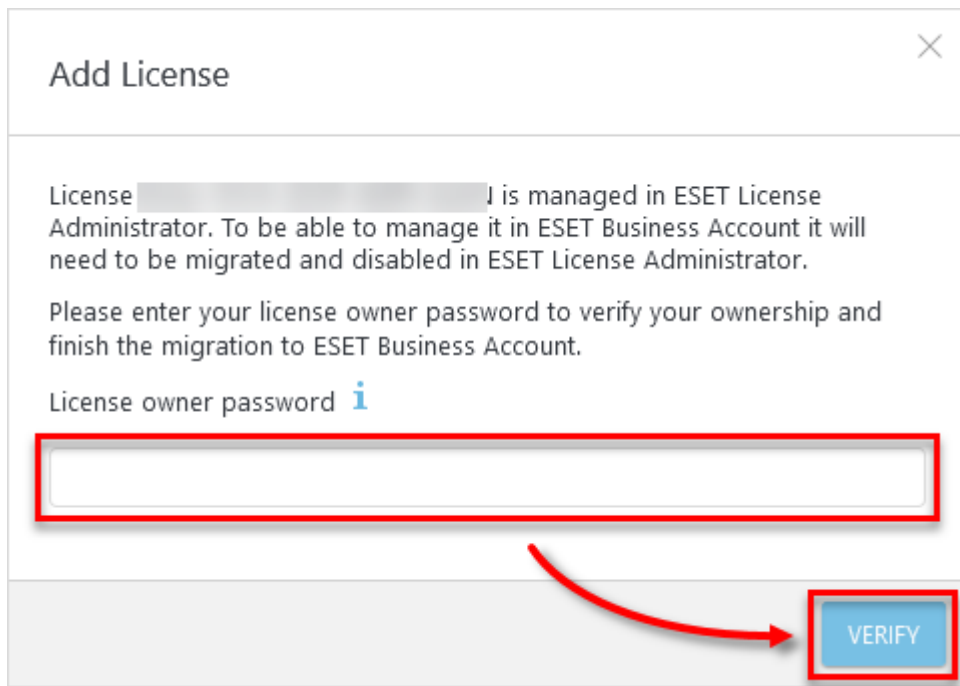


Figure 1-4

6. To keep the ESET security product on your devices activated, click **Keep**. Otherwise, click **Deactivate**.

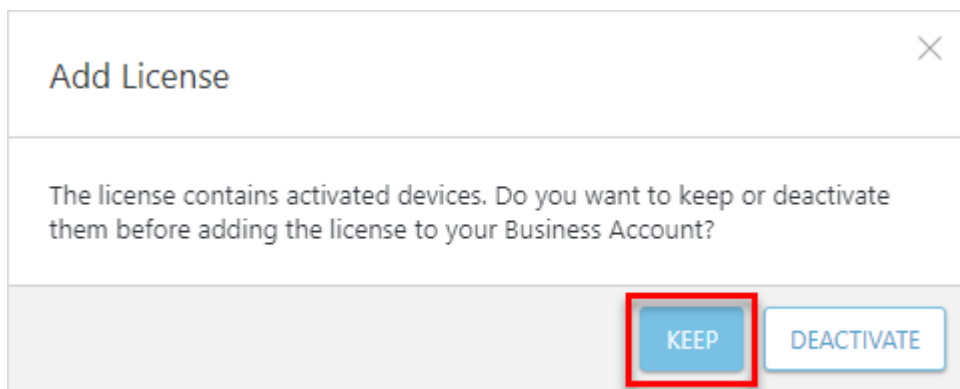


Figure 1-5

For more information, [visit ESET Online Help](#).

ESET License Administrator End of Life FAQ

1. Will ESET migrate my ESET License Administrator licenses automatically to ESET Business Account after ESET License Administrator End of Life?

You can use your license activated in ESET License Administrator for activation of devices even after ESET License Administrator End of Life (until your license expires). Your license lasts active and you can assign it to your ESET Business Account account before as well as after ESET License Administrator End of Life. For this purpose, we recommend you archive an email with the license credentials you received from ESET. ESET will not migrate your licenses on behalf of you.

2. How can I migrate my license from ESET License Administrator to ESET Business Account?

Follow the [ESET Business Account guideline](#) for advice on how to import licenses from ESET License Administrator to ESET Business Account.

3. Will ESET Business Account ask me for ESET License Administrator license password?

Since April 2022, ESET Business Account will ask you to verify license migration by entering the license password only if the License Owner's email differs from the email used for signing in to ESET Business Account (ESET Business Account email).

4. How can I recover my license password?

You can [recover the license password via ESET License Administrator](#). When ESET License Administrator End of Life will occur and ESET License Administrator will be not available, contact [ESET Customer Care](#).

5. Will be my license and activated devices automatically deactivated after the ESET License Administrator End of Life?

If you are a License Owner, your license and activated devices remain active until license expiration, but the license will not be available for Security Administrator anymore. Devices activated by Security Administrator remain active and protected. If License Owner migrates their license to ESET Business Account, Security Administrator will be informed about this by email. If Security Administrator requires access to the license, they need to have user access to the License Owner's ESET Business Account account.

6. Will ESET License Administrator End of Life affect my licenses and activated devices managed in security management consoles like ESET PROTECT?

If you are a License Owner, your licenses and activated devices will be not affected. If you are a Security Administrator, see question 5.

7. What will happen to my activated devices after migration from ESET

License Administrator to ESET Business Account?

System asks you before the migration process if you require to keep your devices active. If you decide to keep them active, they will appear in your ESET Business Account account. If not, they will be automatically deactivated.

8. What happens to my activated devices by offline license file and offline license file itself after license migration to ESET Business Account?

There is no impact, your devices remain activated by the offline license file, while the license and offline file are migrated to ESET Business Account.

9. What happens to my activated devices by offline license file after migration to ESET Business Account if they were previously marked as connected to the internet?

Devices are migrated to the ESET Business Account and marked as connected to the internet. The offline license file is migrated as well. The user cannot generate other offline license files.

10. What happens to my activated devices by whitelisted offline license file after migration to ESET Business Account?

These activated devices remain activated by whitelisted offline license files and do not appear in the ESET Business Account. At the same time, the user is allowed to generate other offline license files in ESET Business Account.

11. What happens to the Security Administrator after ESET License Administrator End of Life?

Devices activated by Security Administrator will remain active. However, Security Administrator will lose the ability to activate new devices and assign new licenses. The License Owner should create a user account for Security Administrator in ESET Business Account. Otherwise, Security Administrator will lose access to the license.

12. What happens when Security Administrator migrates licenses to the ESET Business Account account?

System asks License Owner via email for confirmation. If the License Owner confirms the action, they will be not able to assign their license to their ESET Business Account account and Security Administrator will gain full control.

13. What will happen to the ESET products and management consoles allowing the use of Security Administrator credentials?

Products will gradually disable the option to use Security Administrator credentials, while you can still use ESET Business Account user and ESET Business Account site user credentials.

14. **Do I have the option to download legacy files in ESET Business Account?**

Yes, but legacy license files were available for ESET products version 5 and earlier. All of these product versions have been terminated therefore downloading legacy files for them is obsolete.

15. **How ESET License Administrator End of Life affects endpoint and management products?**

Only fully supported versions of ESET endpoint and security management products will adopt changes concerned with ESET License Administrator End of Life impacts. For more info about supported versions of ESET products, see [ESET End of Life Policy](#). Known issues might arise as changes concerned with ESET License Administrator End of Life impacts will be implemented gradually until the end of 2022.

16. **What if I want to migrate my license back to ESET License Administrator?**

The process of migrating the ESET License Administrator license to ESET Business Account is irreversible. In case of any issues, reach out to [ESET Customer Care](#).
