

ESET Tech Center

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How do I activate ESET business products offline? (6.x)

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<https://support.eset.com/kb3615>

Issue

Activation fails due to no internet connection

A Security Admin needs an offline license file (.lf) to activate an ESET product

"Legacy" licenses

For more information about retrieving legacy license files from ESET License Administrator, [see our Online Help topic](#).

Solution

Using ESET License Administrator, you can download offline (version 6.x and later) or legacy (version 5.x and earlier) licenses that can be used to activate products installed on a computer without an internet connection (or that cannot be activated for some other reason).

I. Make offline license file(s) available:

1. Open [ESET License Administrator](#) in your web browser.
2. Type your License Key into the **License Key** field and then click **Manage License**.

If you do not have a License Key, [convert your current ESET-issued Username and Password into a License Key](#), and then use that License Key to complete this step.



Figure 1-1

3. Type your ESET License Administrator password (which was sent to you in a separate email after purchasing your license—[click here to view an example](#)) and click **Authenticate**.



Figure 1-2

4. Click **Settings**, select the check box next to **Offline license files** and then click **Save settings**.



Figure 1-3

Click the image to view larger in new window



5. Click **License**  and click the offline license file icon () under the unit count for your license.



Figure 1-4

Click the image to view larger in new window

6. Click **Add license file**.



Figure 1-5

Click the image to view larger in new window

7. Modify the **Product**, **Units**, and **Allow management with Remote Administrator** options according to your needs, and then click **Generate**.

Include Username and Password

If you select the check box next to **Include Username and**

Password, the license file will contain ESET-issued Username and Password. You can also use it for activation of ESET business products version 5 and below.

Allow management with Remote Administrator


If you select the check box next to **Allow management with Remote Administrator**, you will be asked to provide a Server Token. To generate a Server Token from ESET Remote Administrator Web Console (ERA Web Console), click **Admin**  → **License Management** → **Add License**, and then expand **License file**. The Server Token will be listed here. Make note of this token, type it into the **Server Token** field (in ELA) and then click **Generate**.



Figure 1-6



8. Click the offline license file icon to download the offline license file. If you are both License Owner and Security Admin, and will be performing the activation yourself, save the offline license (.lf) file to your Desktop.



Figure 1-7

Click the image to view larger in new window

Offline license file now available for Security Admins

Offline license files are now available in ESET License Administrator for use by Security Admins. To access them using a Security Admin account, click **Unit Distribution**  → the number listed in the **Offline** column of whatever license you want to use, and then click the offline license  icon to download the necessary offline license file(s).

9. Using removable media, email, or remote deployment, transfer this file to the computer you want to complete the offline installation on, and then proceed to part II below.

II. Upload offline license file during activation:

1. Run the Installation Wizard for the ESET product you want to install. Follow the on-screen instructions to complete the installation.
2. In the **Product activation** window, click **Offline License**.



Figure 2-1

3. Navigate to the location of the offline license (.lf) that you created in part I above and click **Open**.



Figure 2-2

4. After a successful activation, click **Done**.



Figure 2-3

Tags
activatie