

ESET Tech Center

Knowledgebase > FAQ's > How do I find my public license id

How do I find my public license id

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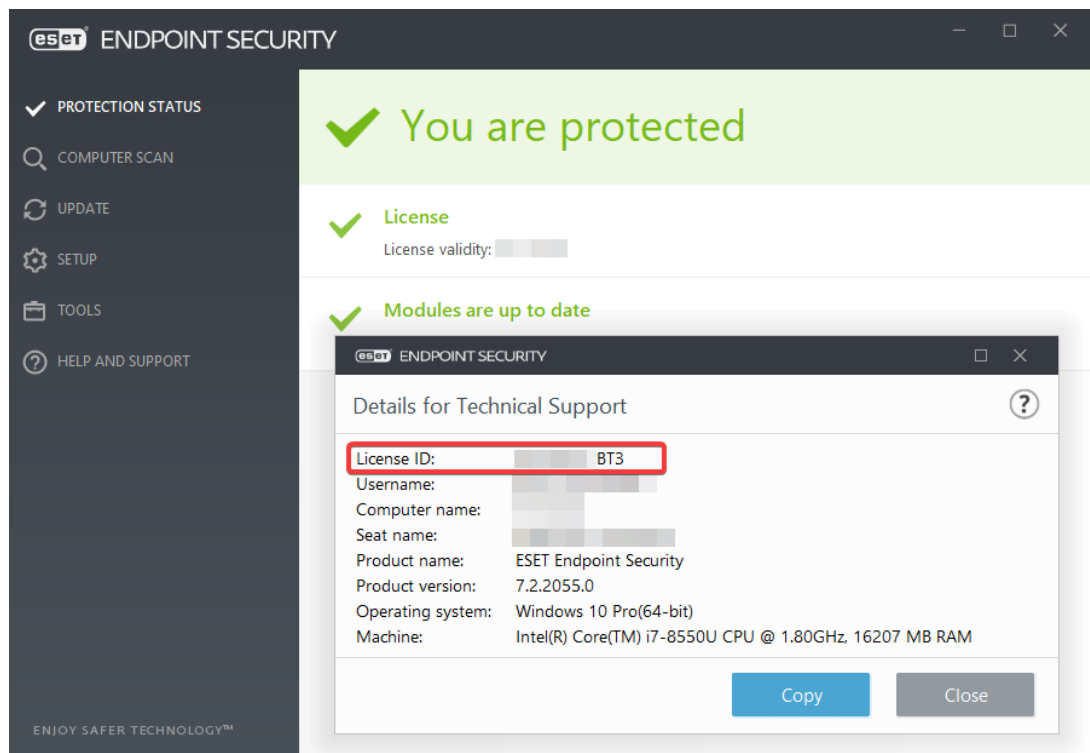
Issue:

I cannot find my ESET public license ID.

Solution:

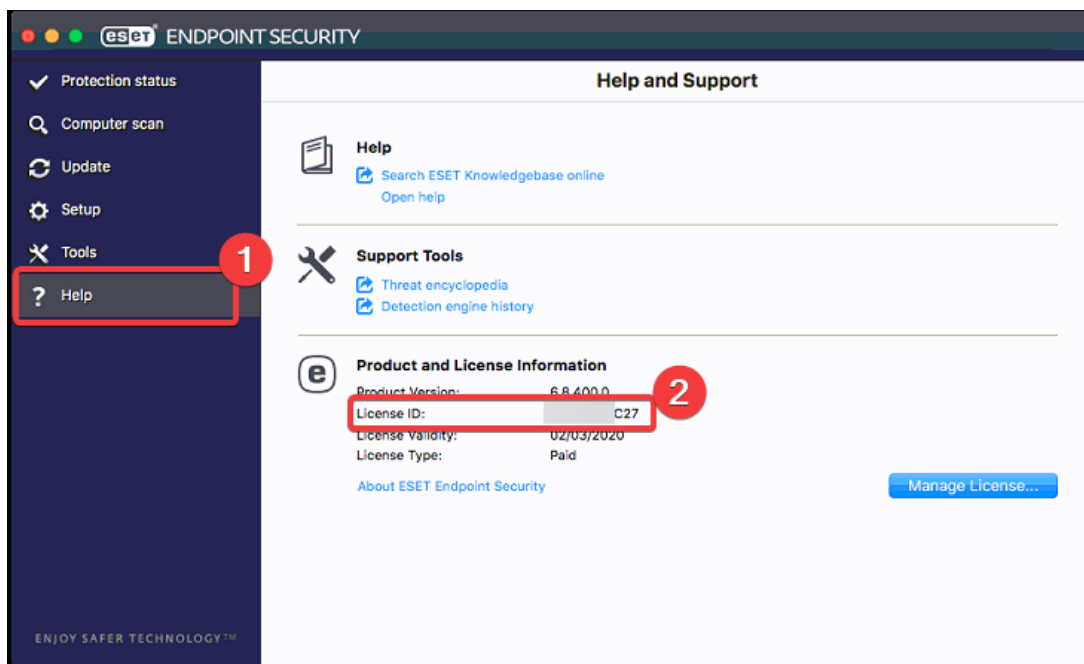
Endpoints/Security Products (Windows)

On most ESET products (ESET Endpoint AntiVirus/Security, ESET File/Mail Security) you can find the license details by pressing "CTRL + u" in the GUI of the product.



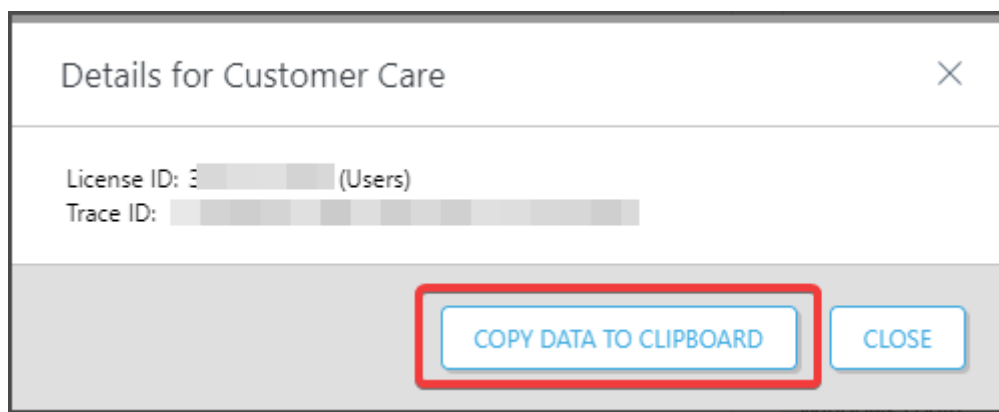
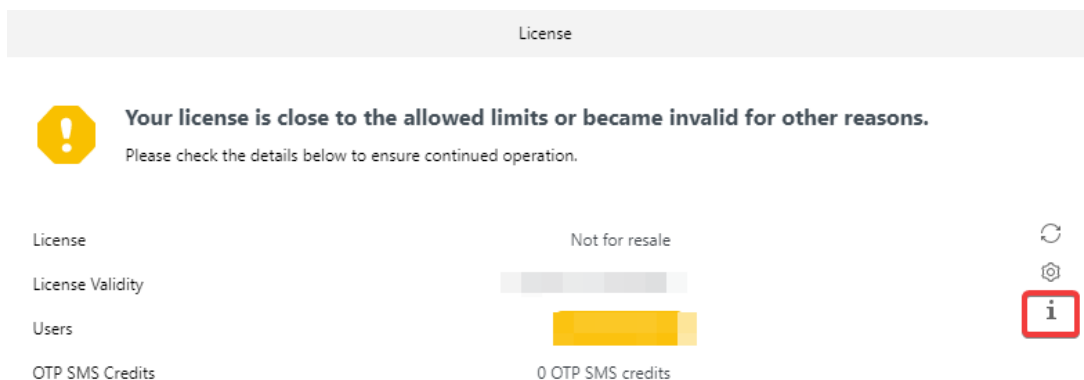
Endpoints/Security Products (MacOS)

In ESET Endpoint AntiVirus/Security for MacOS you can find the public license id in the main GUI - Help:



ESET Secure Authentication

For ESET Secure Authentication, you can lookup the license in the ESA Webconsole - dashboard. In the license tile bottom right press the i for the license details:



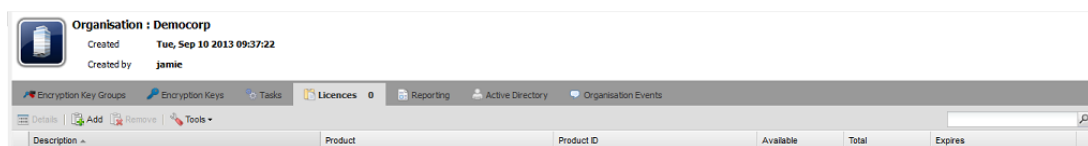
Please use the Copy data to clipboard option to send ESET support the license information

ESET Endpoint Encryption

For ESET Endpoint Encryption there is a difference in managed clients (by ESET Endpoint Encryption Server) and unmanaged clients.

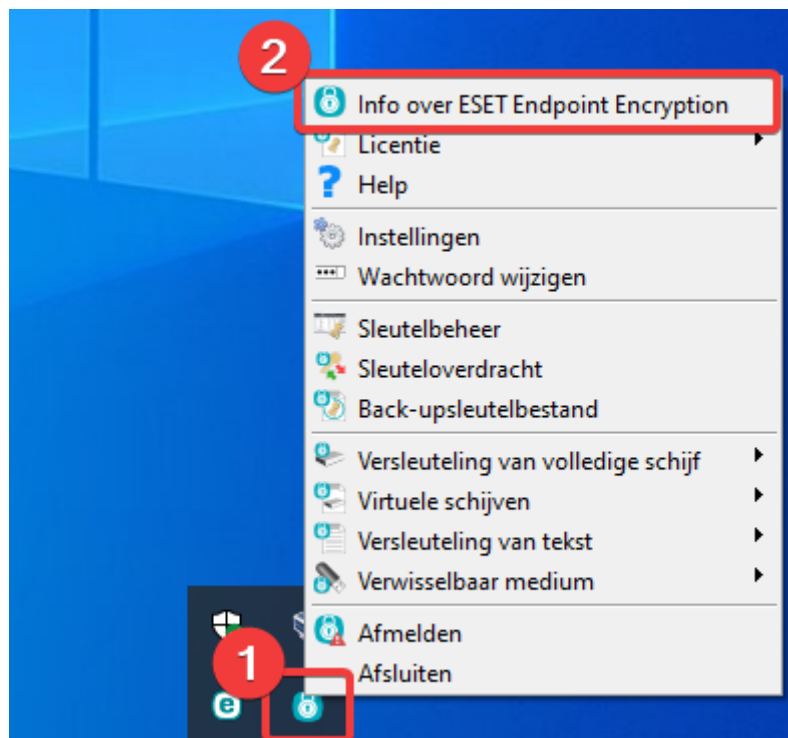
Managed:

In the ESET Endpoint Encryption Server (EEE Server) select the Organisation root, then the Licences tab. See below:



Unmanaged:

Right click the ESET Endpoint Encryption tray icon and click Info about ESET Endpoint Encryption:



Click more:



Product-id is the license.



ESET PROTECT:

In ESET PROTECT, all your managed licenses are listed in license management in the webconsole:

The screenshot shows the ESET Protect Cloud interface. The left sidebar contains navigation options: DETECTIONS, COMPUTERS, LICENSES, ACCESS RIGHTS, ACTIVITY AUDIT, and ADMIN. The 'License Management' option under 'LICENSES' is highlighted with a red box. The main content area is titled 'License Management' and features a table of licenses. A red arrow points to the 'PUBLIC ID' column header in the table. The table has columns for 'LICENSE USER', 'PUBLIC ID', 'BUNDLE NAME', and 'PRODUCT NAME'. The first row shows a license for 'ESETNL Business Support DE...' with a 'PUBLIC ID' of '3AS-'. The subsequent rows show licenses for 'ESET PROTECT Elite' with various product names like 'ESET Endpoint Security + ESET S...', 'ESET Vulnerability & Patch Mana...', 'ESET LiveGuard Advanced for Ma...', 'ESET Mail Security', 'ESET LiveGuard Advanced for En...', 'ESET Full Disk Encryption', 'ESET Secure Authentication', and 'ESET Inspect'.