How do I receive a Username, Password, and License Key for my ESET business product?

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Issue

You do not have your License Key, ESET-issued Username and Password or license (.lic) file
You need to convert your existing ESET-issued Username and Password to a License Key for use with version 6.x ESET business products

Solution

I am a home user.

When you purchase a license for an ESET business product, you will receive an email from ESET containing your ESET-issued **Username and Password**, **License Key**, and **license (.lic) file(s)**, along with other important license information. This email will be delivered to the email address used at the time of purchase.

I need my license information resent.

What if I change my email address?

License Key

A License Key is used to activate version 6.x and later ESET business products, as well as ESET Endpoint Security for Android 2.x. Your License Key can also be used to log into ESET License Administrator, a new license management tool that allows you to manage all of your licenses in one place.

Username and Password

An ESET-issued Username and Password is used to activate version 5.x and earlier ESET business products. Activated products are able to receive the latest virus signature database and program component updates. A Username and Password combination cannot be used to activate version 6.x business products, nor can it be used to activate ESET Endpoint Security for Android 2.x. Convert your Username and Password to a License Key.

Usernames and Passwords

Remember to enter your Username and Password exactly as they are written:

The username and password are case sensitive
The hyphen in the username is necessary
The password is ten characters long and all lowercase
If you are copying and pasting, make sure you don't select an extra blank space
We do not use the letter L in passwords (use the number one (1) instead)
A big '0' is the number zero (0); a little 'o' is the lowercase letter o

I forgot my Username and Password

License (.lic) files

License (.lic) files are issued as attachments to the emails users receive after purchasing their ESET business product(s). License files (for example, nod32.lic) are typically used to enable remote administration of a given ESET business product, and contain the following information: product name, owner, number of licenses, and expiration date. What do I do with my ESET server and endpoint license files?

- Tags
- License
- licentie