

# I lost my license file for ESET Remote Administrator - how do I replace it?

Ondersteuning | ESET Nederland - 2025-03-07 - [Comments \(0\)](#) - [5.x](#)

<https://support.eset.com/kb2760>

## Solution

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### I. Go to the Lost License Page

1. Visit our [Lost License page](#). After completing the Lost License form, an email containing a new license file will be generated and sent to your registered email address.

#### Important!

To request a lost Username and/or Password, as well as the corresponding license key file, enter the email address used to purchase or activate the software. The requested information will be sent to this email address.

2. When you receive the email containing your new license file, continue to the next section.

### II. Stop the ESET Remote Administrator Service

1. Click **Start** → **Run** and type **services.msc**.
2. Select **ESET Remote Administrator Server** and click **Stop** (or right-click **ESET Remote Administrator Server** and click **Stop**).



**Figure 1-1**

**Click the image to view larger in new window**

3. Verify that the ESET Remote Administrator Server service is stopped, and then close the **Services** window. Continue to the next section.

### III. Remove old license files

1. Navigate to **C:\Program Files\ESET\Remote Administrator\Server**.
2. If present, delete the following files:
  - nod32ra.lic
  - nod32.lic

### IV. Copy new license (.lic) file to the ESET Remote Administrator folder

1. Navigate to **C:\Program Files\ESET\Remote Administrator\Server**.
2. Copy your new ESET .lic file to this folder.

### V. Restart the ESET Remote Administrator service

1. Click **Start** → **Run** and type **services.msc**. Press **Enter**.
2. Select **ESET Remote Administrator Server** and click **Start** (or right-click **ESET Remote Administrator Server** and click **Start**).



**Figure 1-2**

**Click the image to view larger in new window**

3. Verify that the ESET Remote Administrator Server service is started, and then close the **Services** window. ESET Remote Administrator is now updated with your new license file.

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- Tags
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