

# ESET Tech Center

Knowledgebase > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > [KB6062] "Offline units connected" warning in ESET License Administrator

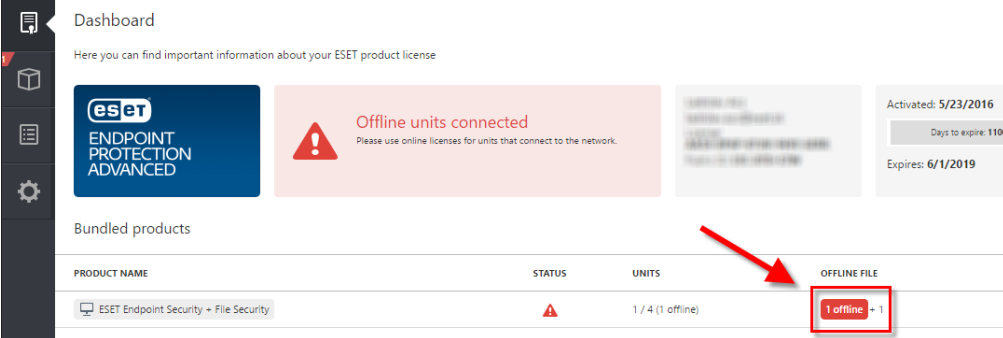
## [KB6062] "Offline units connected" warning in ESET License Administrator

Ondersteuning | ESET Nederland - 2020-08-11 - Comments (0) - Legacy ESET Remote Administrator (6.x / 5.x / 4.x)

### Issue

You used an offline license file to activate a computer that has internet access and is able to contact edf.eset.com

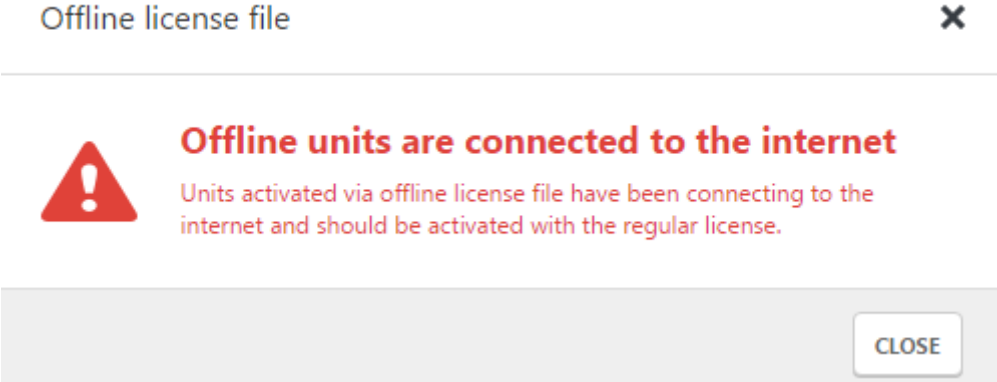
You see an **Offline units connected** warning in the Dashboard of ESET License Administrator



The screenshot shows the ESET License Administrator Dashboard. At the top, there is a warning banner: "Offline units connected. Please use online licenses for units that connect to the network." Below this, there is a table with the following columns: PRODUCT NAME, STATUS, UNITS, and OFFLINE FILE. The table contains one row: "ESET Endpoint Security + File Security" with a status of "Offline" (indicated by a red triangle), 1/4 units, and "1 offline + 1" in the OFFLINE FILE column. A red arrow points to the "1 offline + 1" label.

PRODUCT NAME	STATUS	UNITS	OFFLINE FILE
ESET Endpoint Security + File Security	Offline	1 / 4 (1 offline)	1 offline + 1

You attempt to generate another offline license file by clicking **Offline** label in the **Offline file** column and receive an **Offline units are connected to the internet** warning

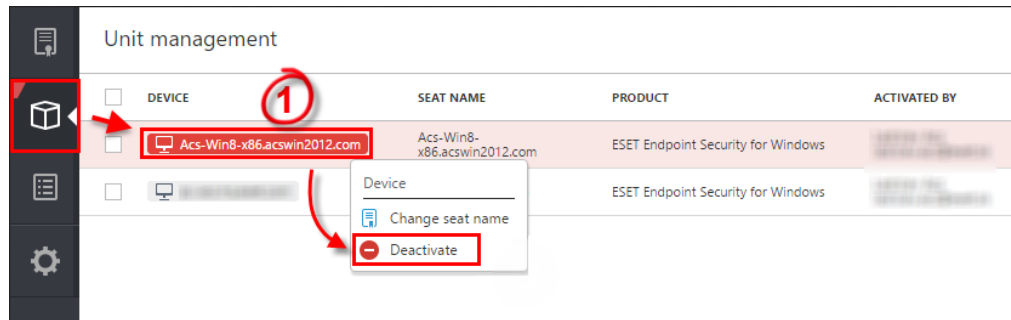


The screenshot shows a dialog box titled "Offline license file" with a close button (X) in the top right corner. The main content of the dialog is a warning message: "Offline units are connected to the internet. Units activated via offline license file have been connecting to the internet and should be activated with the regular license." A red triangle icon with an exclamation mark is positioned to the left of the text. At the bottom right of the dialog, there is a "CLOSE" button.

## Details

## Solution

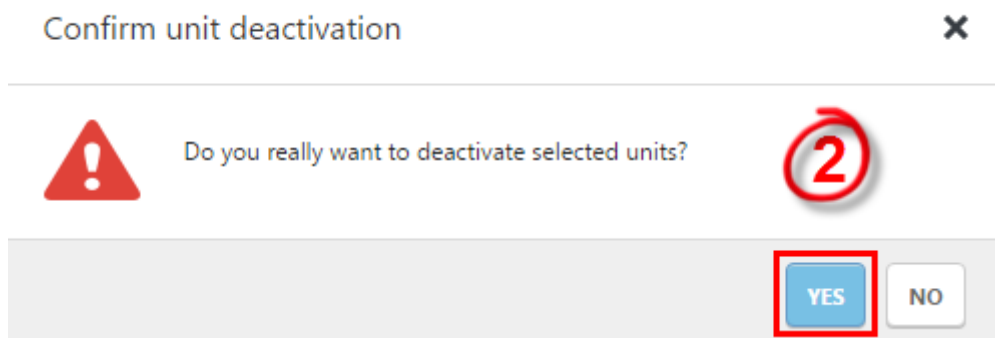
1. Click **Unit Management**, click the name of the computer the ESET product is installed and activated on (using an offline license file) and then select **Deactivate**.



**Figure 1-1**

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

2. Click **Yes** to confirm the unit deactivation.



**Figure 1-2**

3. [Activate the ESET product](#) on the machine using the **License Key** you received after purchasing your ESET license.

### Offline environments

If the computers hosting ESET products are supposed to remain offline (no connection to the internet and virus signature database updates are distributed using the [mirror tool](#)), [activate these computers using an offline license](#).

Tags

ELA

License

licentie

Offline environment