The End of Life support page - ESET Business Account

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ESET Business Account

The End of Life support page for the ESET Business Account (EBA)

As part of ESET commitment to providing you with the best products and services, we have reached the end of the ESET Business Account lifecycle.

Below, you will find all the necessary information and resources to guide you through the transition process as we prepare to introduce its successor, ESET PROTECT Hub.

- **What is ESET Business Account?**
  ESET Business Account allows ESET business license owners to manage all their licenses in one place. After adding licenses to the ESET Business Account portal, you can share the number of seats your license includes among sites and enroll people you trust to help you manage your licenses.

- **Who is the subject of this communication?**
  A phased transition will affect all current ESET Business Account users.

- **Which product will replace ESET Business Account?**
  ESET PROTECT Hub will replace the ESET Business Account and ESET MSP Administrator 2 license portals. We will transition all accounts from both platforms in phases. After their accounts have been transitioned to ESET PROTECT Hub, users will not be able to access the older license portals.

- **What about mixed-account users?**
  A mixed account is where a user uses the same login for their ESET MSP Administrator 2 and ESET Business Account license portals. Mixed accounts will be merged into one if they are connected by an ESET PROTECT instance. In any other case, we will treat these accounts as separate. Users will be able to change the persona via a drop-down menu to access both accounts.

- **What features can we expect in ESET PROTECT Hub?**
  ESET PROTECT Hub includes all existing ESET Business Account features, as well as new features. Here is an overview of the new features:

  •Access to ESET educational materials

  •Access to ESET news and promotions

  •Simplification of navigating through various products and interfaces via the Product navigator

End of Life and transition schedule

- **How to start using ESET PROTECT Hub: New customers**
  All new business customers added on or after July 31, 2024, will manage their licenses through ESET

PROTECT Hub. New ESET Business Account will not be created after July 31, 2024. This change ensures that all new customers have a consistent and simplified experience with ESET products.

- **How to start using ESET PROTECT Hub: Customers with ESET Business Account**
  The upcoming July 31, 2024, changes will not impact your experience. You can continue using ESET Business Account to manage your licenses. Users already registered in ESET Business Account can only start using ESET PROTECT Hub by transitioning from the legacy portal to ESET PROTECT Hub. The transition from ESET Business Account to ESET PROTECT Hub will be planned and implemented by ESET in phases.
  To ensure a smooth transition, each ESET partner or office will be assigned to a specific transition phase, following a pre-agreed timeline.

  When the transition is complete, access to the legacy portals will be discontinued. From then onward, license management and all related tasks will be handled exclusively through ESET PROTECT Hub.

- **Transition steps**
  Customer action is not required. All affected users will be notified by email about the transition process. After the transition, customers will receive an ESET PROTECT Hub invitation email and must use their ESET Business Account credentials to log in to ESET PROTECT Hub. Licenses and cloud consoles will be transitioned automatically. If you have any questions about the transition, contact your reseller.

- **Timeline**
  We plan to transition customers from all countries during the phases; see the Transition phases mentioned below.

- **Transition steps**
  Customer action is not required. All affected users will be notified by email about the transition process. After transition, the customer will receive an ESET PROTECT Hub invitation email and must finalize their ESET PROTECT Hub account activation. Licenses are migrated automatically.

    - **Transition phases**
      Note that the table below serves an informative purpose and may be subject to change. We will provide you with all the essential details after we schedule your transition.

Phase	Affected Countries
1	Greece, Italy
2	Canada, USA, United Kingdom, Australia, Singapore, South Africa, New Zealand
3	DACH, Slovakia, Czech Republic, Israel, France, Netherlands, Poland, Belgium
4	Turkey, Middle East, Scandinavia, Slovenia, Hungary, Spain, Ukraine
5	Japan, Lithuania, Singapore, Brazil, Mexico, China, South Korea, Croatia, Ireland, Romania, Portugal, Thailand, The Commonwealth of Independent States, Bulgaria, North Africa, Latvia, Indonesia, Estonia, Nigeria, Remaining APAC and LATAM countries.