

ESET Tech Center

Knowledgebase > Customer Advisories > The End of Life support page - ESET MSP Administrator 2

The End of Life support page - ESET MSP Administrator 2

Steef | ESET Nederland - 2024-07-12 - Comments (0) - Customer Advisories

ESET MSP Administrator 2

The End of Life support page for the ESET MSP Administrator 2 (EMA2)

As part of ESET commitment to providing you with the best products and services, we have reached the end of the ESET MSP Administrator 2 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 MSP Administrator 2?**

ESET MSP Administrator 2 (EMA 2) is a license management system for ESET Managed Service Provider (MSP) partners.

- **Who is an MSP partner?**

An MSP offers customers ongoing support and active administration for network, applications, infrastructure, and security.

- **Who is the subject of this communication?**

A phased transition will affect all current ESET MSP Administrator 2 users.

- **Which product will replace ESET MSP Administrator 2?**

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 if an MSP wants to manage their own licenses and security?**

After the release of ESET PROTECT Hub for customers (formerly known as ESET Business Account users), the self-registration process will shift from ESET Business

Account to ESET PROTECT Hub.

For ESET MSP Administrator 2 users who have not yet transitioned, we recommend creating an ESET Business Account directly from their ESET MSP Administrator 2 account (located under the "My Company" section).

This recommendation comes from the fact that if an ESET MSP Administrator 2 user initially created an ESET PROTECT Hub account to manage their own licenses instead of using ESET Business Account, they would end up with two separate ESET PROTECT Hub accounts after transitioning, rather than a single MSP account that includes the "My Company" section for managing their licenses.

- **How will the End of Life affect users of ESET MSP Administrator 2 API?**

We will transition users with API access to ESET PROTECT Hub. API users will not be affected by the End of Life, as the API will keep its full scope of functionality in ESET PROTECT Hub.

- **What features can we expect in ESET PROTECT Hub?**

ESET PROTECT Hub includes all existing ESET MSP Administrator 2 and ESET Business Account features, as well as new features.

New features include:

- Expanded hierarchy view, providing an overview of child companies, customers and their licenses
- Opportunity to sell standard licenses and enhanced visibility into standard customers (self-managed and co-managed)
- On-demand access to cloud security solutions through impersonation
- Comprehensive security management for your own company, eliminating the need for extra tools or products

End of Life and transition schedule

- **How to start using ESET PROTECT Hub**

To start using ESET PROTECT Hub, users must transition from the legacy portal to ESET PROTECT Hub. The transition from ESET MSP Administrator 2 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**

After the transition, all users will receive an ESET PROTECT Hub invitation email and must use their ESET MSP Administrator 2 credentials to log in to ESET PROTECT Hub. The entire hierarchy, customers and licenses, together with cloud consoles, will be transitioned automatically. If you have any questions about the transition, contact your regional partner or your sales manager.

Customer action is not required. All affected users will be notified by email about the transition process.

- **Timeline**

We plan to transition all MSP accounts from all countries during the phases; see the **Transition phases** mentioned below.

- **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.