

ESET Tech Center

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Unexpected licensing error 1221

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When entering a Product ID and Product Key (or voucher code and password) into the Enterprise Server, you may encounter one of the following errors:

Unexpected Licensing Error: 1221

The licence details entered are reported as being for an Enterprise Server licence. You cannot add Enterprise Server licences into the Enterprise Server itself.

If this error occurs it means you are attempting to enter an Enterprise Server licence username and password into the Product ID and Product Key fields for a managed client licence.

You should not enter the Enterprise Server licence details into the Enterprise Server itself. The Multi-user Licence panel in the Enterprise Server is designed only for client licences which will be used for generating Activation Codes and issuing licences to client workstations.