You are running an unsupported version of ESET product which has reached „End of Life“ status (Business users)

Ondersteuning | ESET Nederland - 2025-03-07 - Comments (0) - Legacy ESET Remote Administrator (6.x / 5.x / 4.x)

https://support.eset.com/kb6267

Issue

You are using an older version of ESET NOD32 Antivirus or ESET Smart Security (version 3 or 4) on client workstations connected to ESET Remote Administrator (version 4 or 5), which is an unsupported combination
You receive the warning **"You are running an unsupported version of ESET product which has reached „End of Life“ status"** in the Event Log tab of ERA Console

Figure 1-1
Click the image to view larger in a new window

The lifecycle status of your ESET products on client workstations is: **Basic support** or **End of life**, depending on the version used.

Details

Solution

What is an "unsupported version" or "unsupported combination"?

Because they were developed as both home and business products, ESET Smart Security and ESET NOD32 Antivirus (versions 3 and 4) have the ability to connect to ESET Remote Administrator, but this is not a

supported combination.

Although connecting these products to ESET Remote Administrator (ERA) is possible, version 5 and later products do not include this feature. See the table below for more details:

ESET product, version	Segment	Connect to ERA	Supported combination
ESET NOD32 Antivirus 3 or 4	Home	✓	-
ESET Smart Security 3 or 4	Home	✓	-
ESET NOD32 Antivirus 5+	Home	-	✓
ESET Smart Security 5+	Home	-	✓
ESET NOD32 Antivirus Business Edition 3 or 4	Business	✓	*
ESET Smart Security Business Edition 3 or 4	Business	✓	*
ESET Endpoint Antivirus 5+	Business	✓	✓
ESET Endpoint Security 5+	Business	✓	✓

* *This ESET product will reach End of life soon.*

Business users should always install ESET Endpoint Security or ESET Endpoint Antivirus on client workstations for this reason. If you use ESET NOD32 Antivirus Business Edition or ESET Smart Security Business Edition you will not receive the warning shown above.

Why is it important to use the newest version?

The most recent version of ESET Remote Administrator supports most recent version operating systems including several Linux distributions.
The most recent version of ESET Endpoint Security and ESET Endpoint Antivirus contain many new features and security improvements (see the table below).
Existing customers with a valid license for an ESET product may upgrade to the latest version of the same product for free.

System administrators: Do not delay upgrading your ESET products!

When your ESET products (version 4) reach End of life, you will not be able to receive database updates.

Regularly updating your ESET business products is the best way to ensure the maximum level of security on your computer. Updating the virus database and updating program components are important parts of maintaining complete protection against malicious code.

Version 3 users: You will not receive new updates and

you will not be protected against new threats!

Compare your ESET products with newer versions:

ESET is continually developing leading-edge protection

For more detailed information about new features, please refer to the ESET leading-edge technology pageon the ESET website.

	Your current features (client products)	Features available after you upgrade
Antivirus / Antispyware	✓	✓
HIPS	-	✓
Specialized cleaner	-	✓
ESET LiveGrid - Cloud-powered reputation	-	✓
Exploit blocker	-	✓
Advanced Memory Scanner	-	✓
Device control	-	✓
Web control	-	✓
Anti-phishing		✓ **(version 6 only)**
Botnet protection		✓ **(version 6 only)**
Shared local cache		✓ **(version 6 only)**

	Your current features (Remote administrator)	Features available after you upgrade
Console	✗	✓
Remote installation	✗	✓
Groups, policies, tasks	✗	✓
Reporting	✗	✓
Support for version 6.x	-	✓ **(version 6 only)**
HTTP Proxy	-	✓ **(version 6 only)**
ERA Agent	-	✓ **(version 6 only)**
Multi-OS platform support	-	✓ **(version 6 only)**

	Your current level of Support	Support level after you upgrade
Regular virus database updates	*	✓
Technical Support is available	-	✓
Product available for download	-	✓
Support for new operating systems	-	✓
Problems and vulnerabilities addressed	-	✓

Recommended upgrade scenarios

Upgrading is free!

Your existing ESET license grants you free access to the latest ESET products.

> Your chance of surviving a malware infection with ESET version 4 and below is significantly reduced when compared with the newest, most secure model of the same product.

Upgrade your ESET business products to version 6!

We strongly recommend that you upgrade to version 6 of ESET Remote Administrator and deploy ESET Endpoint products to your client workstations.

Please refer to the following resources to continue:

- Compare ESET Remote Administrator 6 with ESET Remote Administrator 5
- Deployment scenarios - Best practices
- Setup ESET Remote Administrator and install ESET endpoint products
- Upgrade ESET business products
- Convert your ESET-issued Username & Password to a License Key

Need to use version 5?