Notification "Product outdated" for systems with the legacy product startup issue (after 26 March 2020)

2020-03-20 - Mitchell | ESET Nederland - Comments (0) - Customer Advisories

Problem description:

Due to the 'legacy products startup issue - d.d. 08/02/2020', systems that have not yet been upgraded to a newer version, will as of 26/03/2020 display a notification to end users via the GUI and to administrators via ESMC.

The notification will only occur if both conditions are met:

1. One of the bellow ESET versions is installed
2. The OS is **NOT** Windows 10.

For your information:

Windows 10 systems will not receive the notification yet and will follow at a later stage.

Versions of ESET that will give the notification are:

- **Consumer Products:**
  - ESET Smart Security 9.0.0 – 9.0.402.X
  - ESET NOD32 Antivirus 9.0.0 – 0.0.402.X
- **Business Products:**
  - ESET Desktop Products:
    - ESET Endpoint Antivirus 6.5.0.0 – 6.5.2132.2
    - ESET Endpoint Security 6.5.0.0 – 6.5.2132.2
  - ESET Server Products
    - ESET File Security for Windows 6.5.12.000.0 – 6.5.12017.0
    - ESET Mail Security Lotus Domino 6.5.14001.0 – 6.5.14025.0
    - ESET Mail Security For Microsoft Exchange 6.5.10000.00 – 6.5.10058.0
    - ESET Security for Microsoft Sharepoint 6.5.15000.0 – 6.515015.1
    - ESET Security for Kerio 6.5.16001.0 – 6.5.16009.0

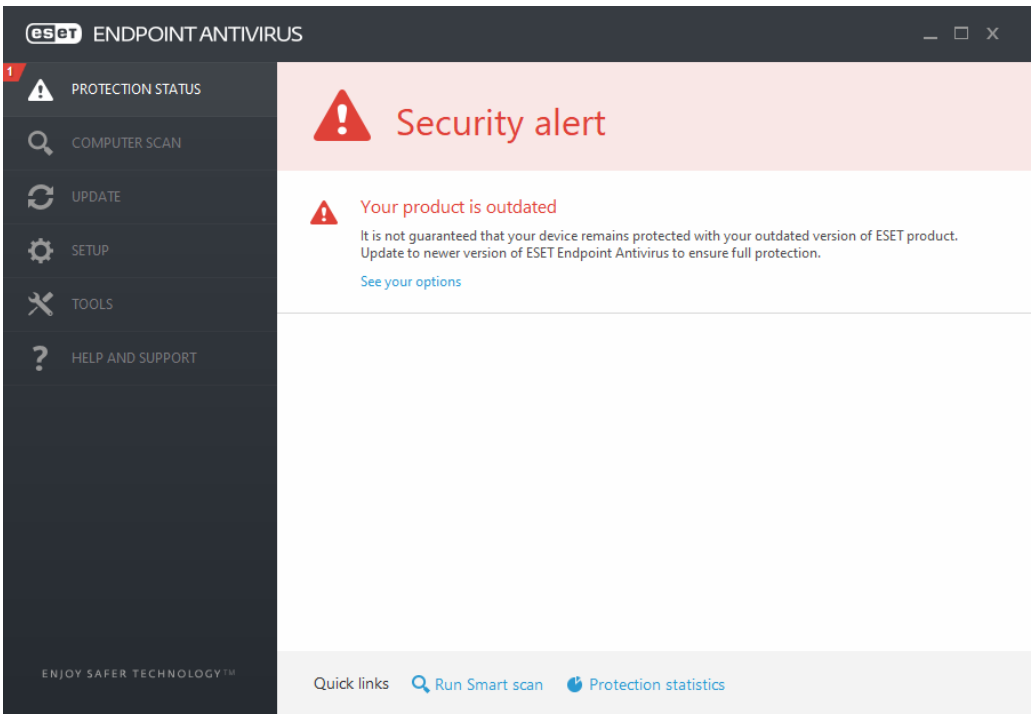
Can I prevent the message from appearing?

The message can only be suppressed by disabling the ESET GUI. We do not recommend this as it will suppress all ESET related messaged and in most cases this is not recommended.

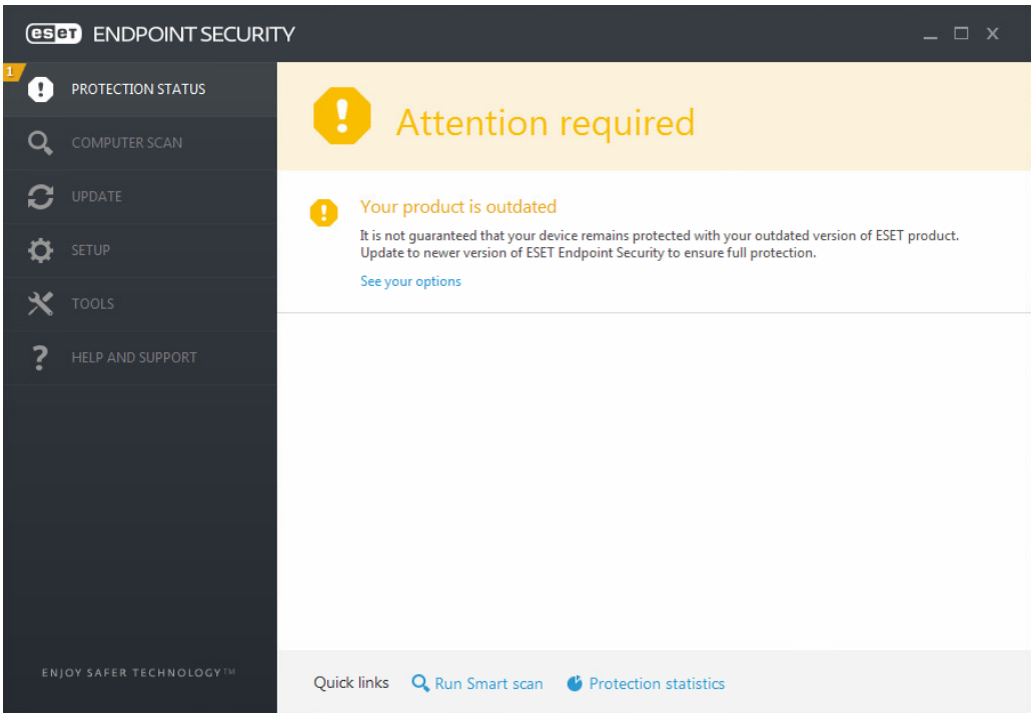
What does the notification look like?

The notification occurs in 2 possible scenarios:

1. The system is restored through module updates
   In this case, the system will show a 'Security Alert' (Red Warning)



2. The system has been restored using the 'Certfix Utility'
   In this case the system will show 'Attention required' (yellow warning).



In both cases the alert will refer to the next page:
https://help.eset.com/ees/7/en-US/installation_upgrade.html

Recommended solution:

ESET recommends upgrading to the latest version of the installed product.

- **Consumer Products:**
  - ESET Internet Security 13.x

    - ESET NOD32 Antivirus 13.x
- **Business Products:**
    - **ESET Desktop Products:**
        - ESET Endpoint antivirus 7.2.x
        - ESET Endpoint Security 7.2.x
    - **ESET Server Products:**
        - ESET File Security for Windows 7.1.x
        - ESET Mail Security for Lotus Domino 7.1.x
        - ESET Mail Security for Microsoft Exchange 7.1.x
        - ESET Security for Microsoft Sharepoint 7.1.x
        - ESET Security for Kerio 6.5.16009.1

Alternative solution:

If it is not possible to upgrade* to the latest available version as mentioned above, the following versions are available:

- **Business Products:**
    - **ESET Desktop Products:**
        - ESET Endpoint antivirus 6.5.2132.6 (32-bit) (64-bit)
        - ESET Endpoint Security 6.5.2132.6 (32-bit) ((64-bit)
    - **ESET Server Products**
        - ESET File Security for Windows (32-bit) (64-bit)
        - ESET Mail Security for Microsoft Exchange Server 6.5.10059.0 (32-bit) (64-bit)
        - ESET Mail Security for Lotus Domino 6.5.14026.0 (32-bit) (64-bit)
        - ESET Security for Microsoft Sharepoint 6.5.15015.2 (32-bit) (64-bit)

* The support team of ESET Netherlands is ready to assist you in the upgrade possibilities. It is possible to set up alternative upgrade options together in order to install the recommended latest version. Please submit a support ticket via our contact form and indicate that this relates to "the notification nav legacy product startup issue".