ESET Tech Center

Add or disable product licenses in ESET Remote Administrator (6.x)

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https://support.eset.com/kb3606

Issue

Add ESET License Keys or security admin credentials to ESET Remote Administrator
Cannot add license troubleshooting

Solution

Permissions changes in ESET Remote administrator 6.5 and later

Before proceeding, please note important changes to user access rights and permissions in the latest versions of ESET Remote Administrator.

View Permissions Changes

A user must have the following permissions for the group that contains the modified object:

Functionality	*Read*	*Use*	*Write*
Licenses	✓	✓	✓

Once these permissions are in place, follow the steps below:

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. How do I open ERA Web Console
2. Click **Admin** → **License Management** → **Add Licenses**.



Figure 1-1

Click the image to view larger in new window

3. You can add a license to ESET Remote Administrator (ERA) three ways—click the appropriate link below to view instructions for each method:
    - License Key
    - Assign Security admin credentials
    - Offline license files (for use with legacy server products)

Add a License Key

As a license owner, you can add your license using the License Key that was emailed to you following the purchase of your ESET product (if you do not know your License Key, click here to retrieve it). Expand **License Key**, type the License Key that you want to add into the blank field and click **Add Licenses**.



Figure 2-1

Assign Security Admin credentials

Using ESET License Administrator (ELA), a license owner can delegate the management of multiple licenses to Security Admins.

> Licenses cannot be divided into smaller derivations, assigning a license to a Security Admin will grant them ability to manage all units included in that license.
>
> A license owner can assign multiple licenses to a single Security Admin. After creating a Security Admin account, the Security Admin can synchronize the licenses in their ELA account with ESET Remote Administrator to allow for the remote activation of ESET products.
>
> ELA only allows a license owner to view one license at a time, so we recommend that license owners create a Security Admin account for themselves to make management of multiple licenses easier, and for use when activating products using ESET Remote Administrator.
>
> **To authorize a Security Admin**

1. Navigate to ESET License Administrator, type your License Key in the field and click **Manage License**.



Figure 3-1

2. Type the ESET License Administrator password for your license in the field (located in the ESET License Administrator email) and click **Authenticate**.



Figure 3-2

3. Click **License** → **Authorize Administration**.



Figure 3-3

Click the image to view larger in new window

4. Type the email address for the user that you want to authorize into the **Security Admin E-Mail** field and click **Authorize Administrator**. An email will be sent to the address you specified with instructions for the Security Admin to activate their account.



Figure 3-4

5. After receiving their Security Admin email from ELA, the new Security Admin should click **Click here to create an account and accept this request**.



Figure 3-5

6. The new Security Admin should complete the fields in the account creation form, select the check box next to **I agree to the ESET Terms of use** and then click **Register**. If a Security Admin already has an account, only a notification email will be sent when they are assigned additional licenses.



Figure 3-6

7. Continue to the next section below for instructions to sync a Security Admin account in ERA.

To sync your Security Admin account with ESET Remote Administrator

1. After receiving your Security Admin email and creating a Security Admin account, open ESET Remote Administrator Web

Console (ERA Web Console) in your web browser and log in. How do I open ERA Web Console?

2. Click **Admin** → **License Management** → **Add Licenses**.



Figure 4-1

Click the image to view larger in new window

3. Expand **Security Admin Credentials**, type your **Security Admin Login** and **Password** into the appropriate fields and click **Add Licenses**.



Figure 4-2

Troubleshooting

If you cannot add a license in ESET Remote Administrator, the cause might be related to the proxy settings on your ESET Remote Administrator Server (ERA Server). To troubleshoot this issue, follow the steps below:

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in.
2. Click **Admin** → **Server Settings**.
3. Expand **Advanced Settings** and click the slider bar next to **Use proxy server** to disable it. Click **Save**.



Figure 5-1

Click the image to view larger in new window

4. Try to add the license again.

If you are successful, it might indicate a problem with your proxy settings. See the following Knowledgebase resources for further assistance:

- Compare ESET Remote Administrator Proxy and Apache HTTP Proxy (6.x)
- Addresses and ports to open for ESET Remote Administrator
- Disable Apache HTTP Proxy when virus signature database updates fail (6.x)
- Known issues in ESET Remote Administrator 6

Tags
ERA 6.x
License
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