ESET Tech Center

Deactivate licenses/computers in ESET Remote Administrator or ESET License Administrator

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https://support.eset.com/kb5957

Issue

Remove old computers on the network that are using up ESET licenses
License count exceeded

If you cannot deactivate licenses

You will only be able to deactivate a license for a computer if that computer is in the ESET Remote Administrator database. If you have deleted the computer from the database, you will not be able to deactivate the license associated with that computer.

Solution

Perform these steps in ESET License Administrator.

Deactivate licenses using ESET Remote Administrator (ERA)

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 **Computers** and select the check box(es) next to

the computer(s) you want to deactivate.

3. Click **Computers** → **Deactivate Products**.



Figure 1-1

4. Click **OK**.



Figure 1-2

Deactivate licenses using ESET License Administrator (ELA)

1. Open ESET License Administrator.

2. If you are the License Owner, type your License Key into the top field and click **Manage License**. If you are a Security Admin, type your credentials into the **Email address** and **Password** fields and then click **Login**. I don't have my License Key.

> ### License Owner versus Security Admin
>
> A **Security Admin** is able to deactivate only those units that were activated using his or her Security Admin account credentials. **Any units that were not activated using this Security Admin account will be Read-Only**.
>
> A **License Owner** is able to deactivate any and all units associated with that license, including all Security Admin accounts associated with that particular license.



Figure 2-1

3. Type the ESET License Administrator password associated with this License Key into the blank field and click **Authenticate**.

   Security Admins: skip this step.



Figure 2-2

4. Click **Unit Management**, select the check box(es) next to the computer(s) you want to deactivate and then click **Deactivate**.



Figure 2-3

5. Click **Yes** to confirm your changes.



Figure 2-4

Tags
ELA
ERA 6.x
Licensing
licentie