

ESET Tech Center

Knowledgebase > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > [KB6062]
"Offline units connected" warning in ESET License Administrator

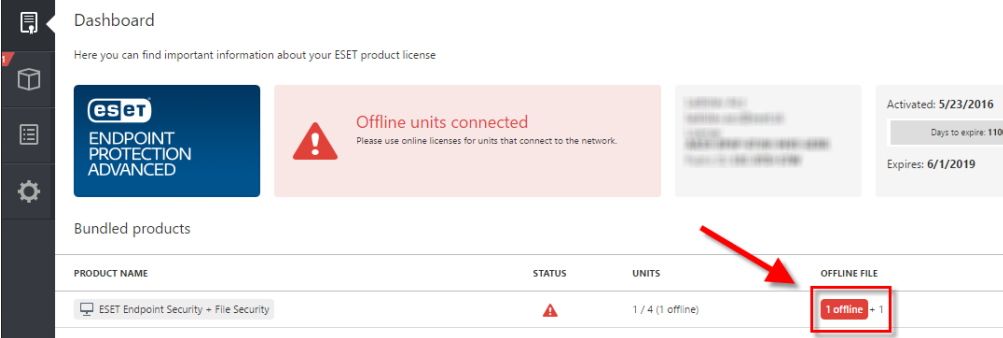
[KB6062] "Offline units connected" warning in ESET License Administrator

Ondersteuning | ESET Nederland - 2020-08-11 - Comments (0) - Legacy ESET Remote Administrator (6.x / 5.x / 4.x)

Issue

You used an offline license file to activate a computer that has internet access and is able to contact edf.eset.com

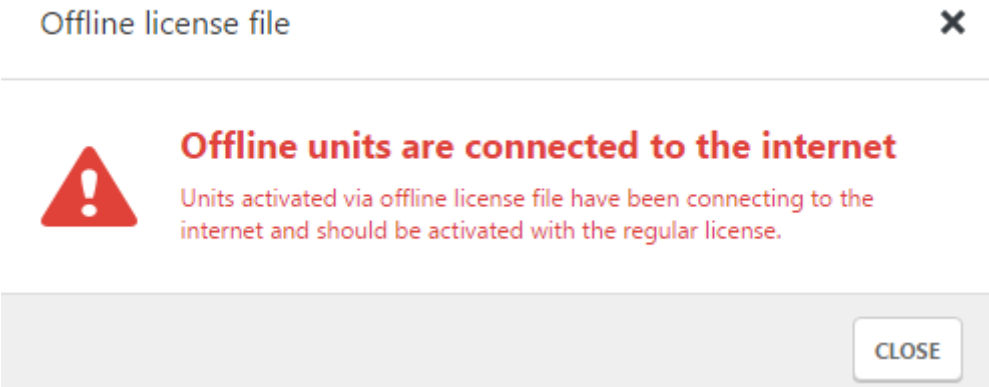
You see an **Offline units connected** warning in the Dashboard of ESET License Administrator



The screenshot shows the ESET License Administrator Dashboard. At the top, there's a warning box titled "Offline units connected" with a red triangle icon and the text "Please use online licenses for units that connect to the network." Below this, there's a table of bundled products. The table has columns: PRODUCT NAME, STATUS, UNITS, and OFFLINE FILE. The first row shows "ESET Endpoint Security + File Security" with a status of "Offline" (indicated by a red triangle), 1 / 4 (1 offline) units, and an "Offline file" column containing a red box with the text "1 offline + 1". A red arrow points to this box.

PRODUCT NAME	STATUS	UNITS	OFFLINE FILE
ESET Endpoint Security + File Security	Offline	1 / 4 (1 offline)	1 offline + 1

You attempt to generate another offline license file by clicking **Offline** label in the **Offline file** column and receive an **Offline units are connected to the internet** warning



The screenshot shows a dialog box titled "Offline license file" with a close button (X) in the top right corner. Below the title bar, there's a red triangle icon with an exclamation mark. To the right of the icon, the text reads: "Offline units are connected to the internet" in bold, followed by "Units activated via offline license file have been connecting to the internet and should be activated with the regular license." At the bottom right, there's a "CLOSE" button.

Details

Solution

1. Click **Unit Management**, click the name of the computer the ESET product is installed and activated on (using an offline license file) and then select **Deactivate**.

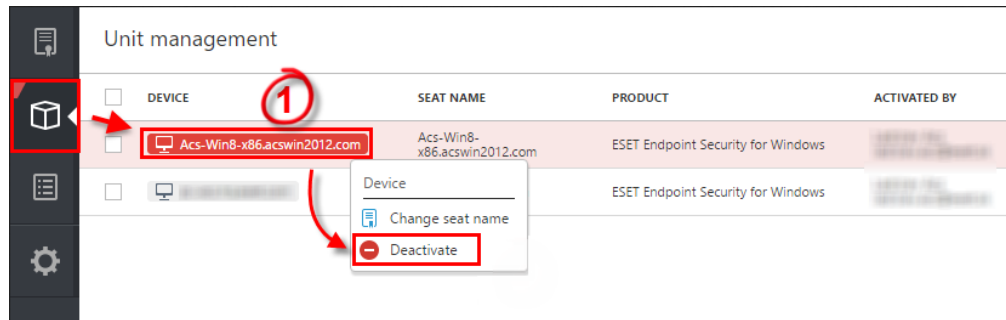


Figure 1-1

Click the image to view larger in new window

2. Click **Yes** to confirm the unit deactivation.

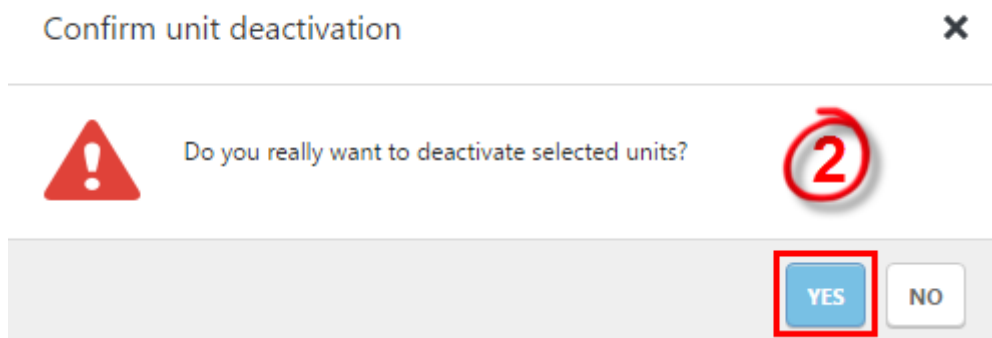


Figure 1-2

3. [Activate the ESET product](#) on the machine using the **License Key** you received after purchasing your ESET license.

Offline environments

If the computers hosting ESET products are supposed to remain offline (no connection to the internet and virus signature database updates are distributed using the [mirror tool](#)), [activate these computers using an offline license](#).

Tags

ELA

License

licentie

Offline environment