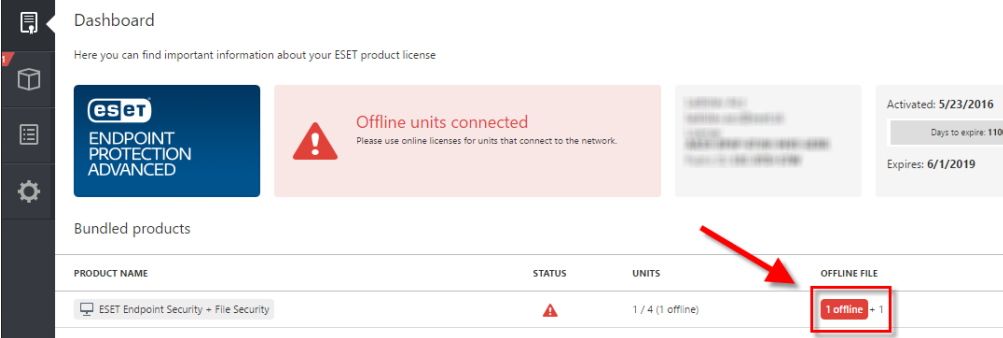# ESET Tech Center

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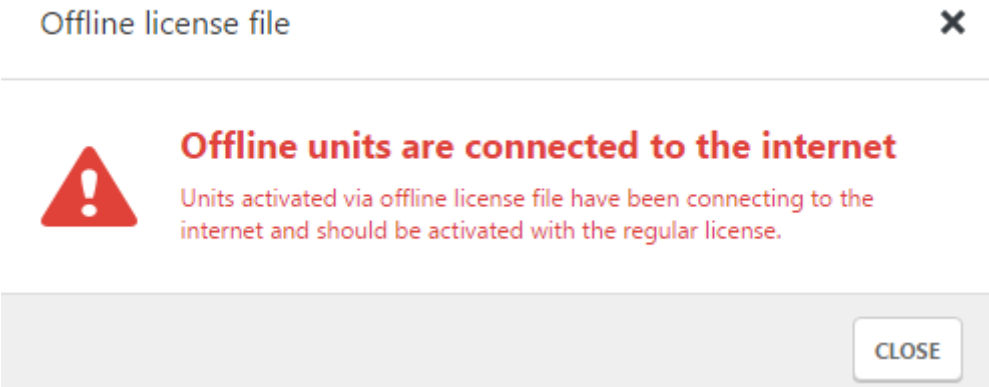You see an **Offline units connected** warning in the Dashboard of ESET License Administrator

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

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**.
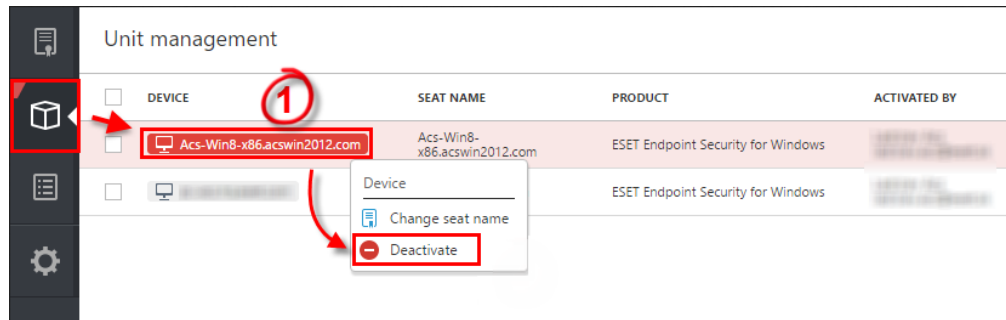

Figure 1-1

Click the image to view larger in new window

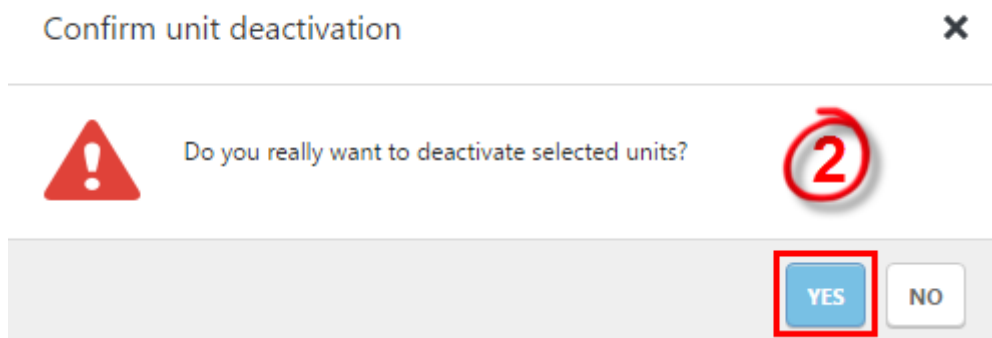2. Click **Yes** to confirm the unit deactivation.

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 suposed 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