Activate ESET business products using ESET PROTECT in offline environment

Steef | ESET Nederland - 2021-01-15 - Reacties (0) - ESET PROTECT

Issue

- Activation fails due to no internet connection
- A Security Admin needs an offline license file (.lf) to activate an ESET product
- Create offline license files
- Add offline license file to the client task

> "Legacy" licenses
> For more information about retrieving legacy license files from ESET Business Account, see our Online Help topic.

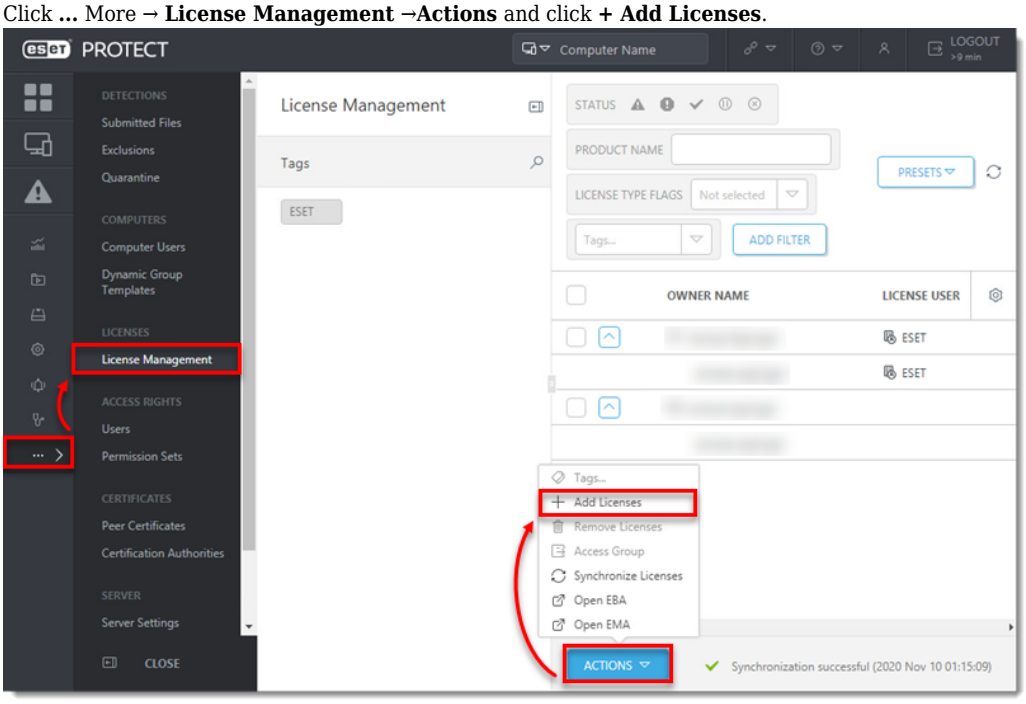
Solution

Using your ESET Business Account, you can download an offline license that can be used to activate products installed on a computer without an internet connection, or that cannot be activated for other reasons.

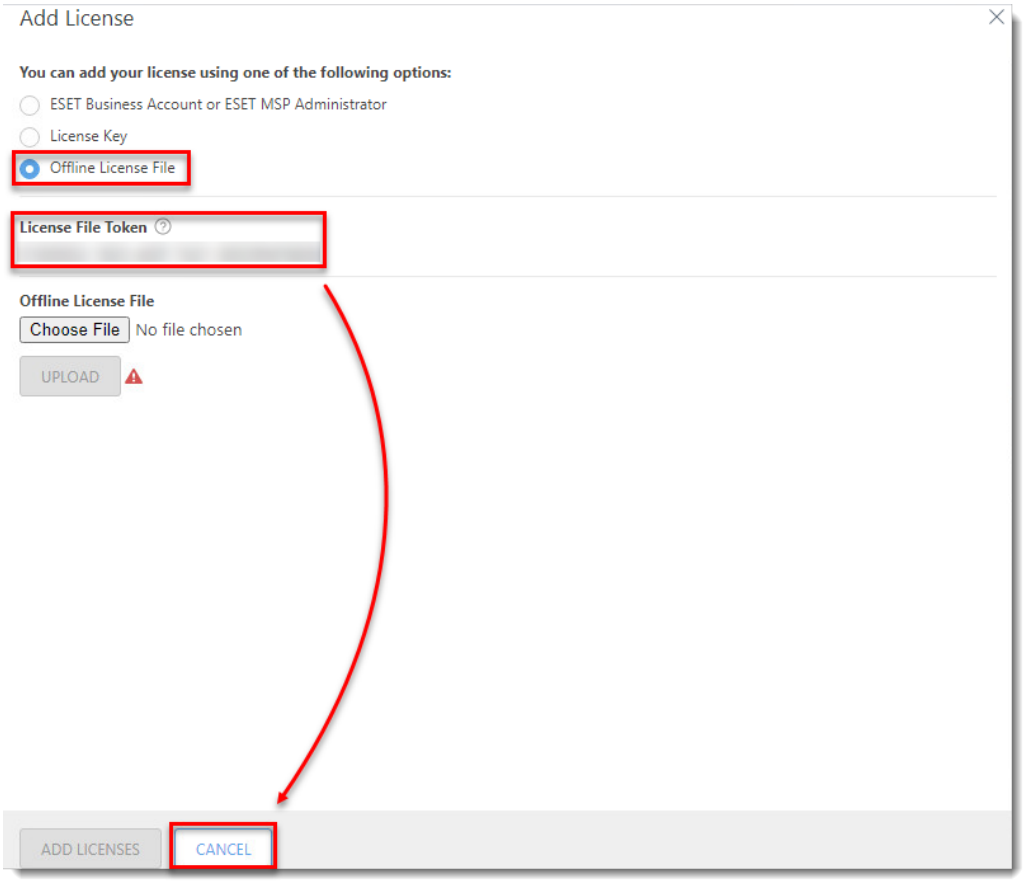
I. Create offline license files

1. Open ESET PROTECT Web Console in your web browser and log in.

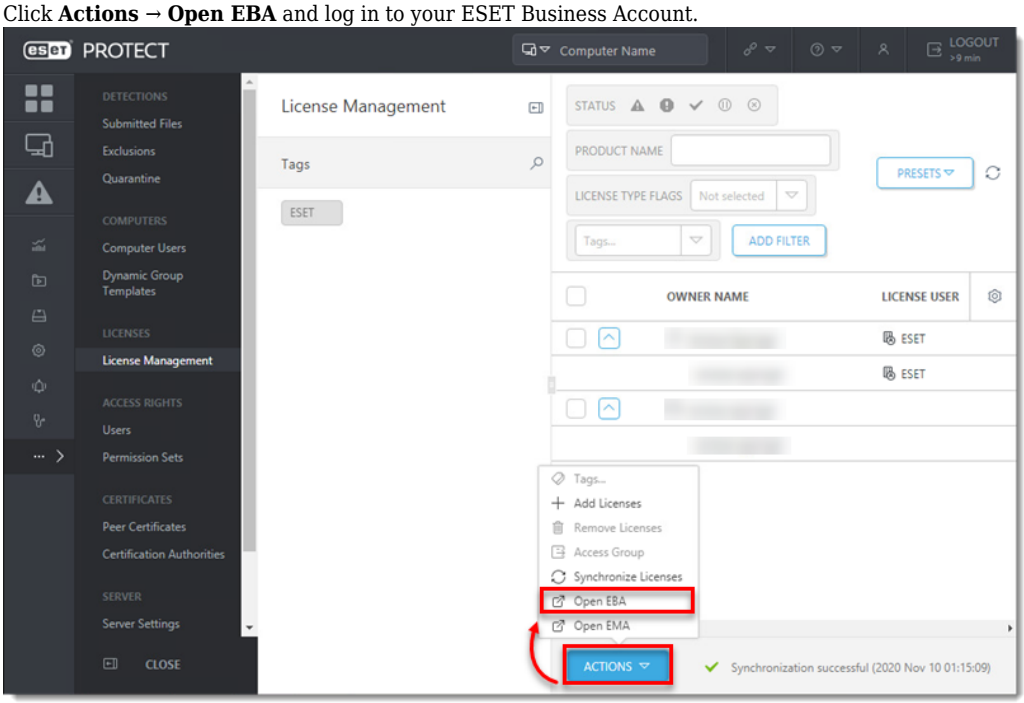
2. Click **...** More → **License Management** →**Actions** and click **+ Add Licenses**.



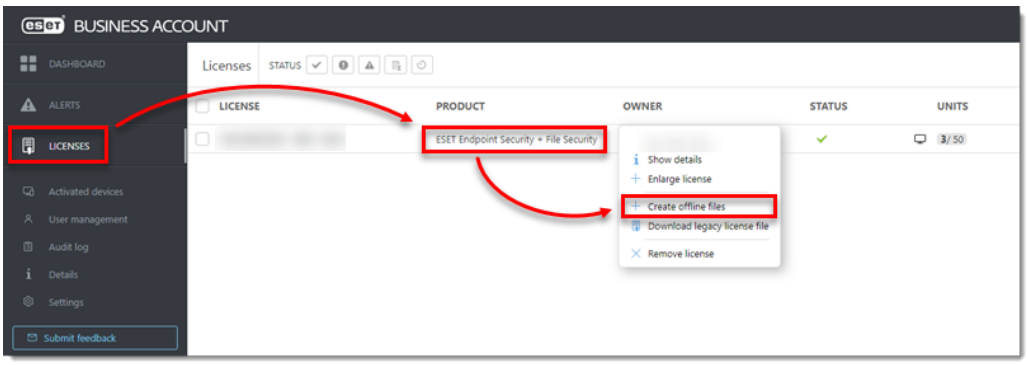
3. Select **Offline License File**, take note of the License File Token (you will need it later) and then click **Cancel**.



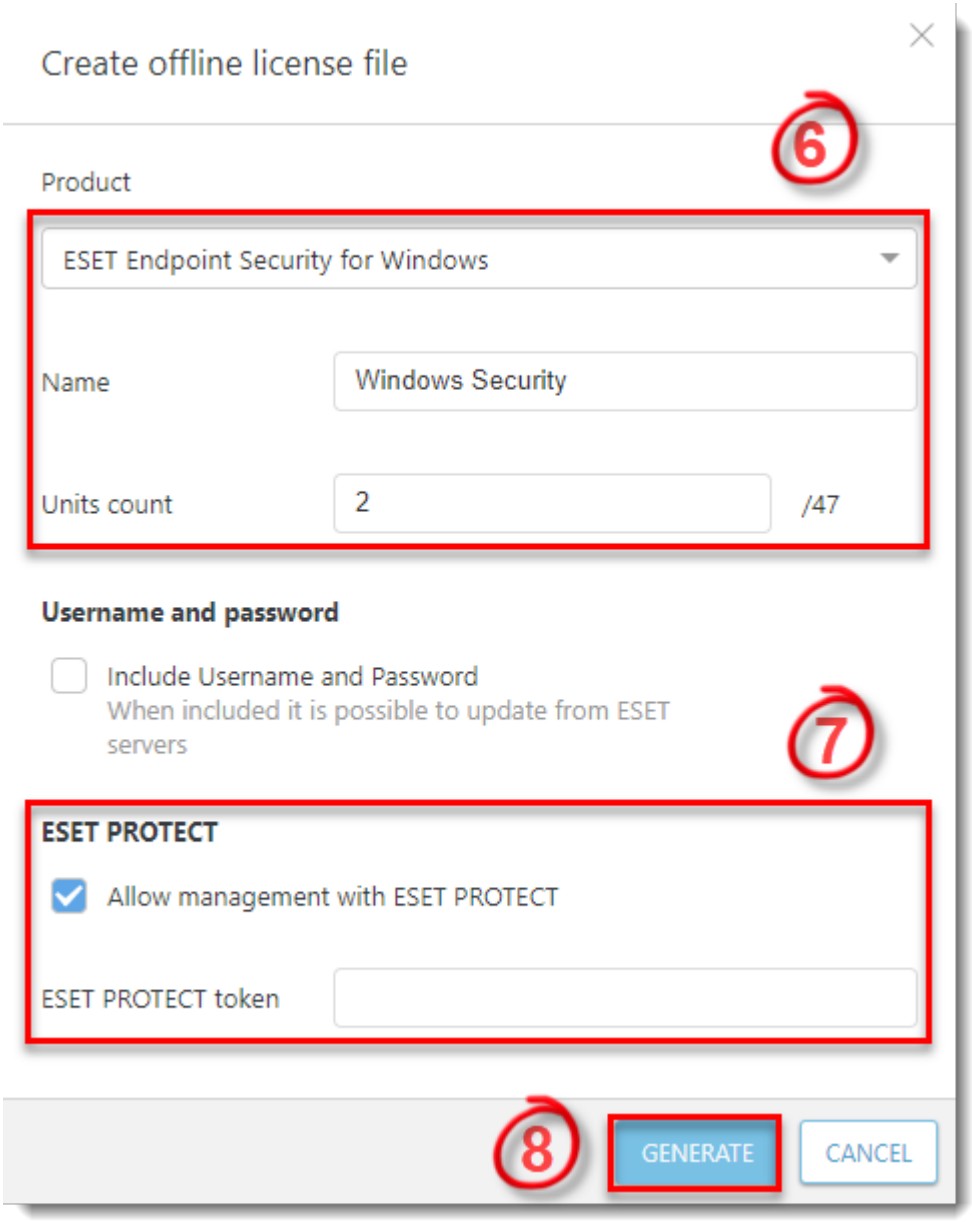
4. Click **Actions → Open EBA** and log in to your ESET Business Account.



5. Click **Licenses**, select the license, and click **Create offline files**.

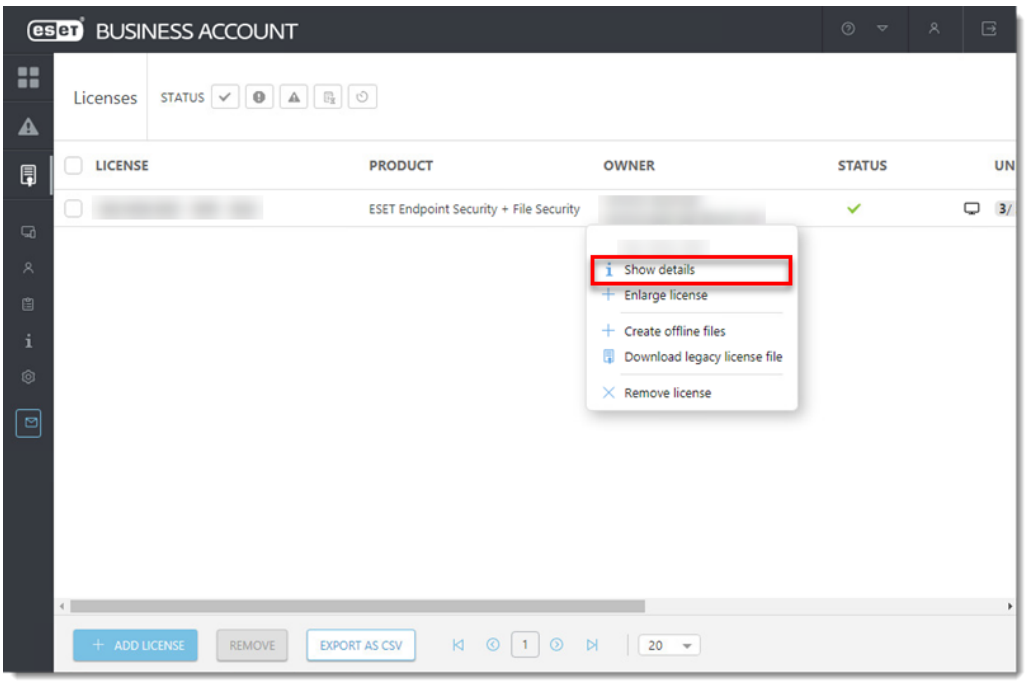


6. Select a product for this file, enter the **Name** of the file, and its **Unit count** (number of seats exported to the license file).
7. Select the check box next to **Allow management with ESET PROTECT** and enter the **ESET PROTECT token** you saved from step 2.
8. Click **Generate**.

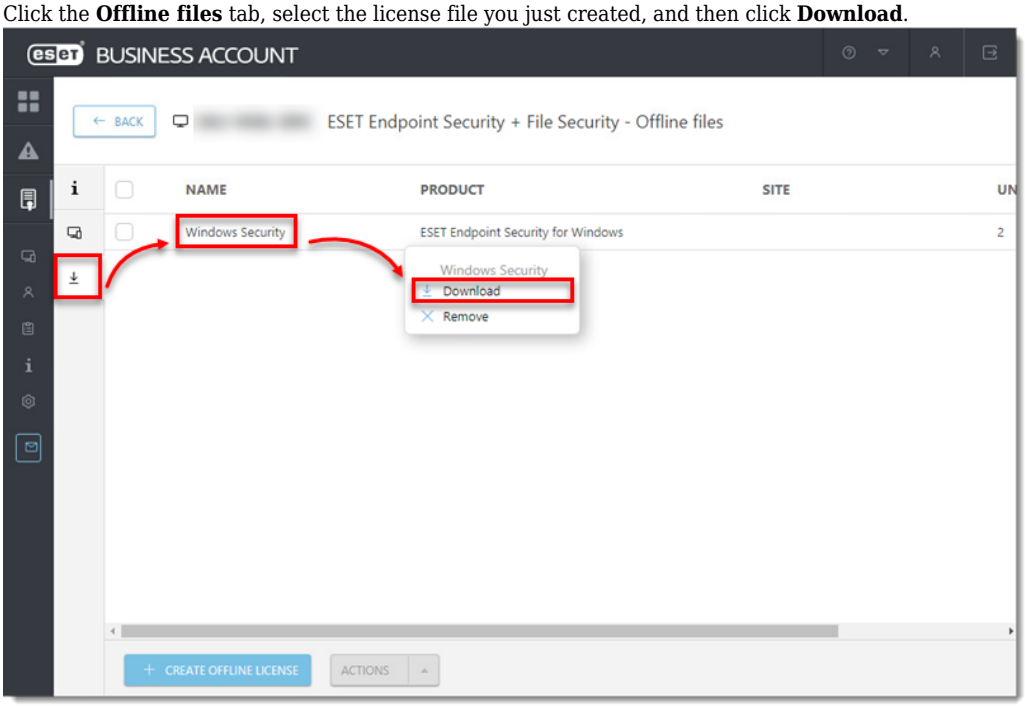


You will see the **Offline license file was created** notification when it is successful.

9. Select the license and click **Show details**.



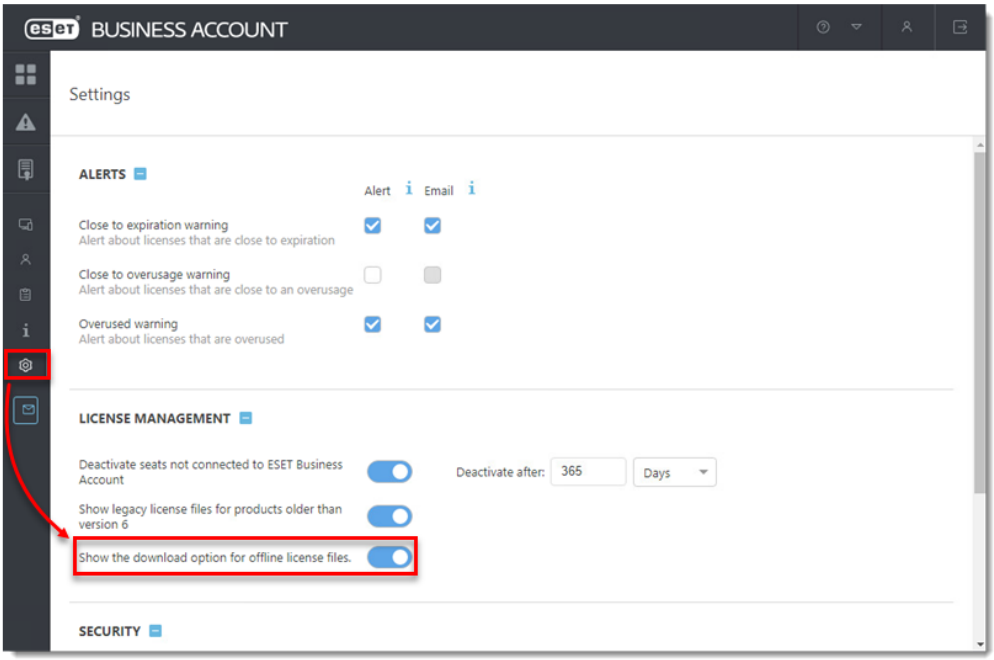
10. Click the **Offline files** tab, select the license file you just created, and then click **Download**.



▼ **Download** option is not offered?

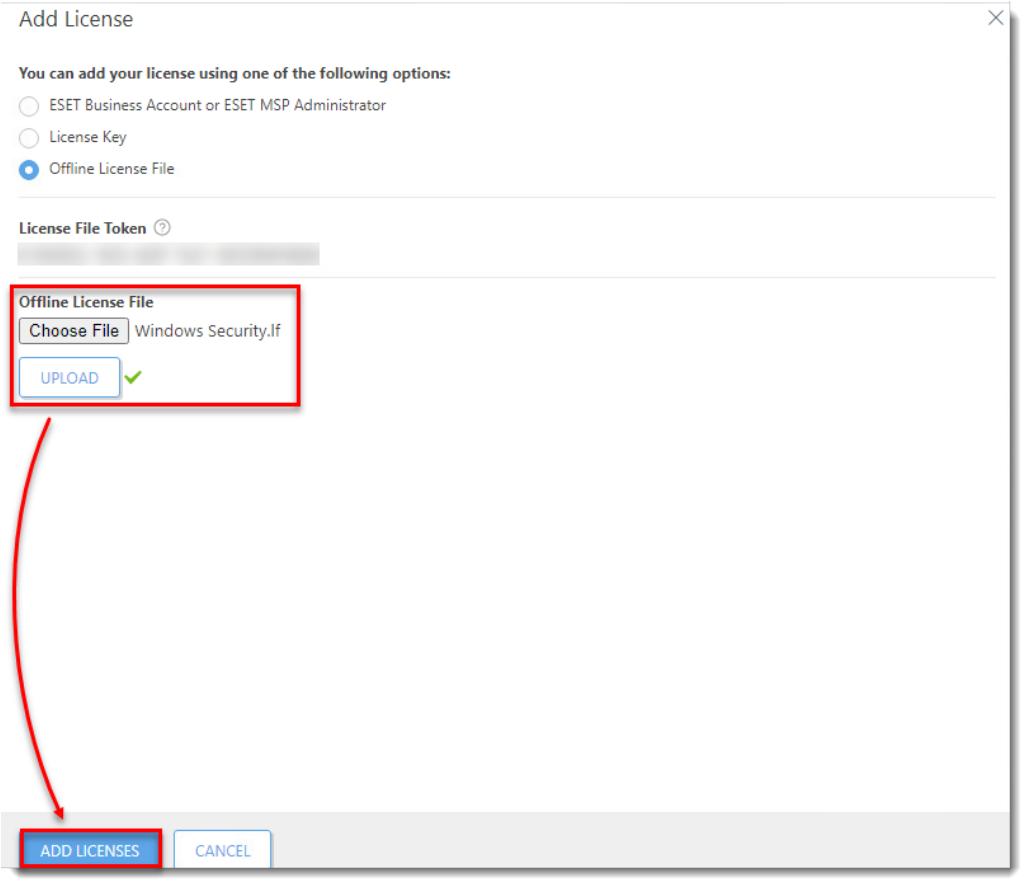
You need to enable downloading the offline files.

1. Navigate to **Settings**.
2. Select the option **Show the download option for offline license files**.



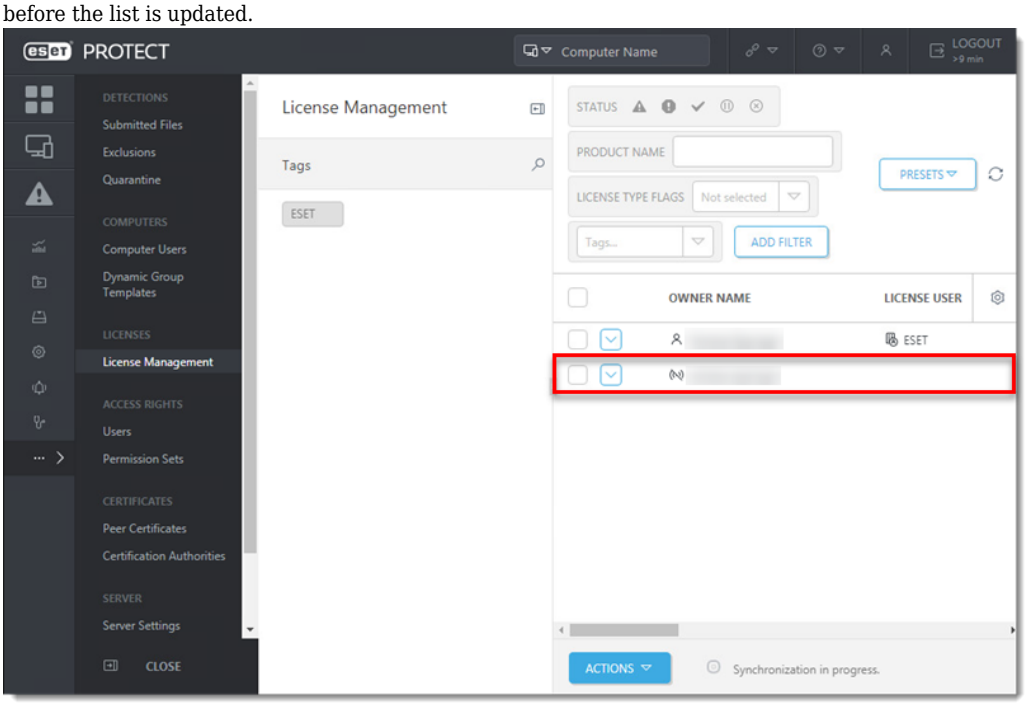
You will see the **Selected file was downloaded** message when it is successful.

11. In the ESET PROTECT console **Add License** window, click **Choose File**, select the offline license file you just downloaded from ESET Business Account and click **Upload → Add Licenses**.



You will see the **Licenses have been successfully added by license file** message when it is complete.

12. The licenses will be displayed by category in the **License Management** tab. There may be a delay before the list is updated.



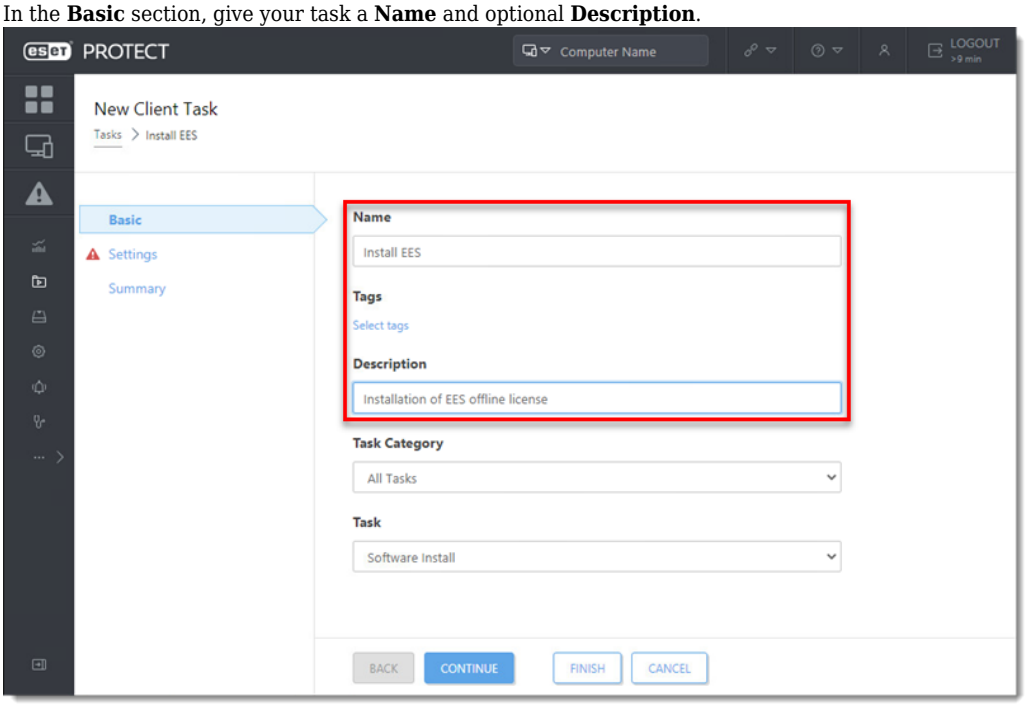
II. Add offline license file to the client task

Activate endpoint machines individually

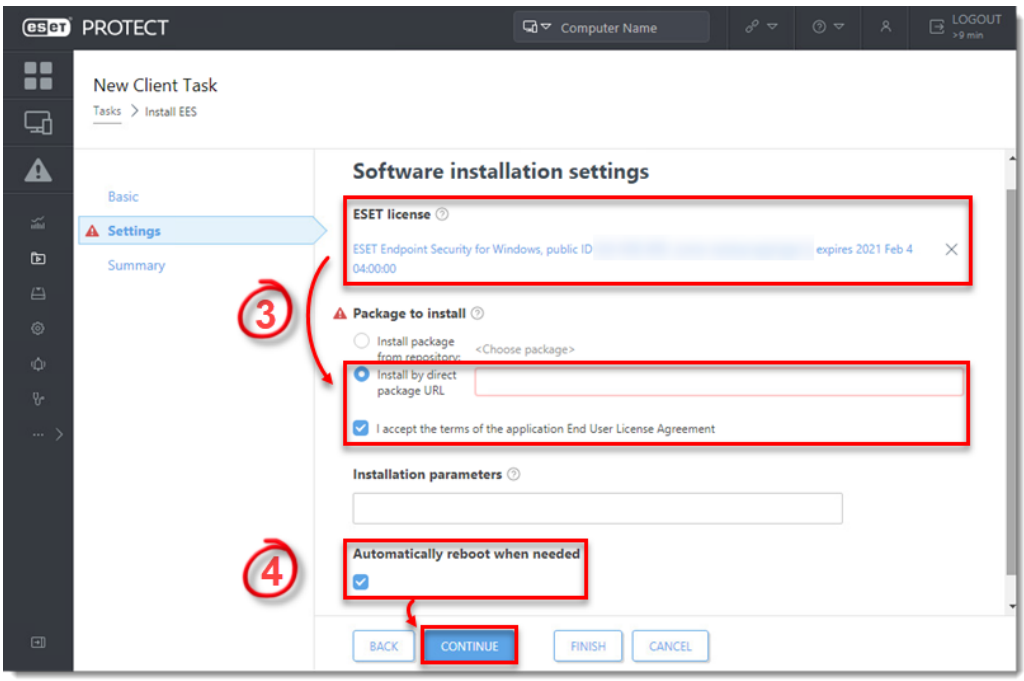
Activate endpoint machines from ESET PROTECT article and select the offline license file you created in section I.

1. Create a client task and use the settings as described in the following steps.

2. In the **Basic** section, give your task a **Name** and optional **Description**.



3. In the **Settings** section, select the offline license file you created in section I, select **Install by direct package URL**, enter the URL where the file is hosted on your network share and then select **I accept the terms of application End User License Agreement**.
4. Select **Automatically reboot when needed** and click **Continue**.



5. Continue creating the client task and adding the trigger.