

# 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](#)

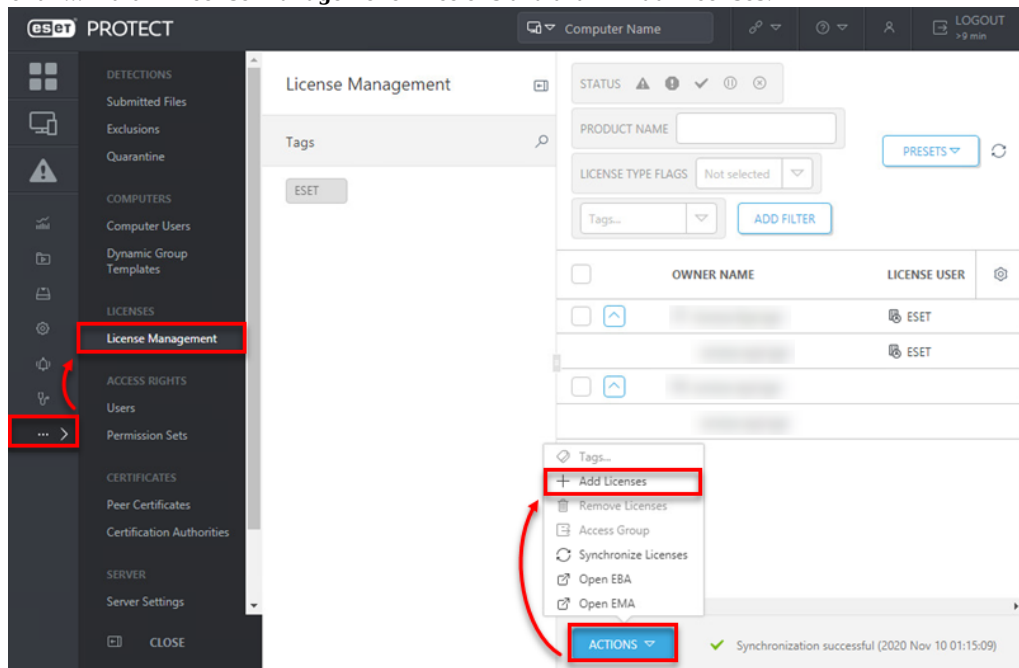
✔ "Legacy" licenses  
For more information about retrieving legacy license files from ESET Business Account, [see our Online Help topic](#).

## Solution

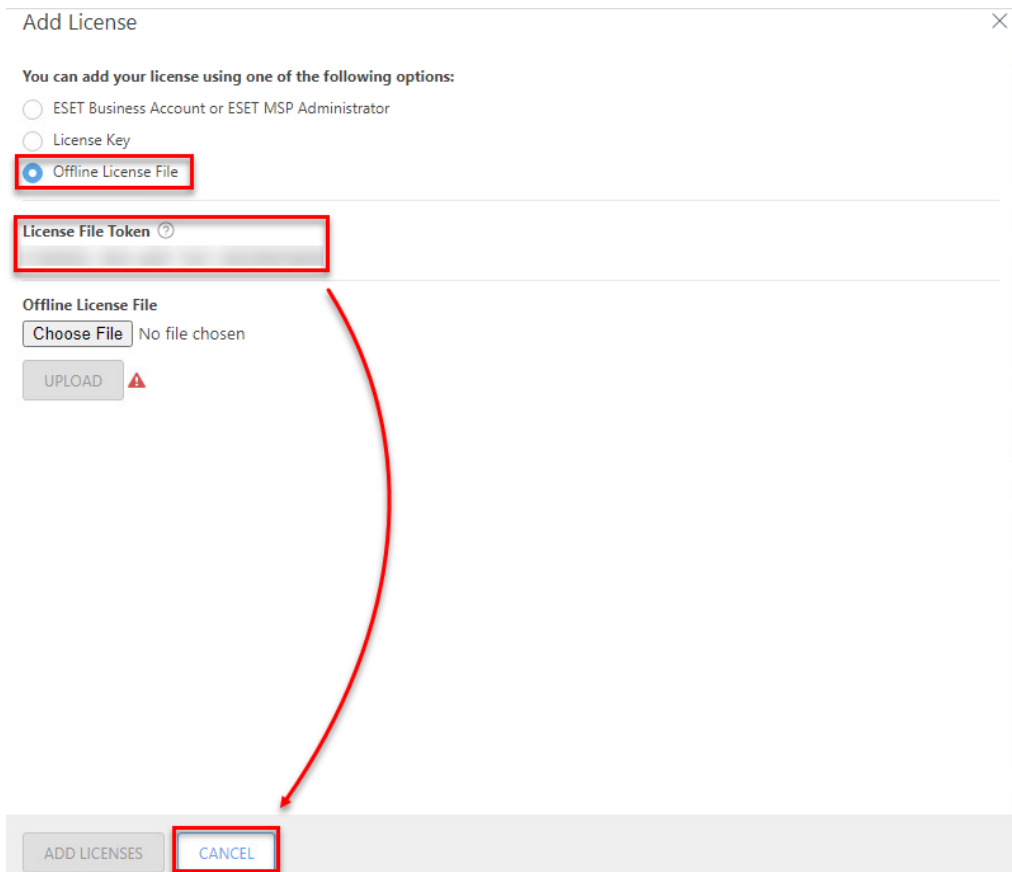
Using your ESET Business Account, you can download an offline license that can be used to activate products installed on a computer without an internet connection, or that cannot be activated for other reasons.

### I. Create offline license files

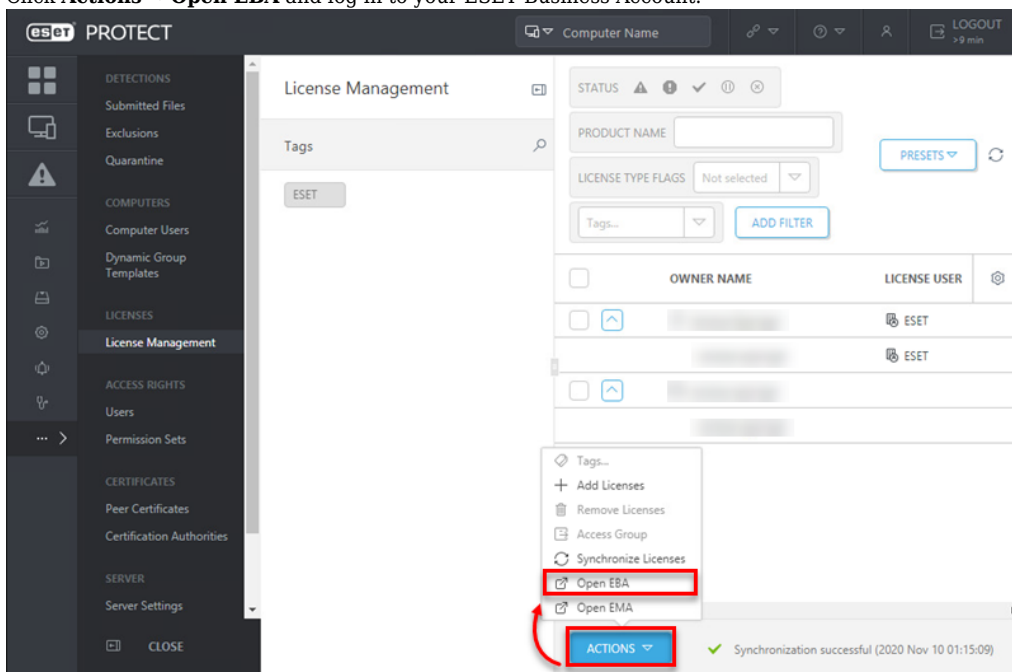
1. [Open ESET PROTECT Web Console](#) in your web browser and log in.
2. Click ... More → **License Management** → **Actions** and click **+ Add Licenses**.



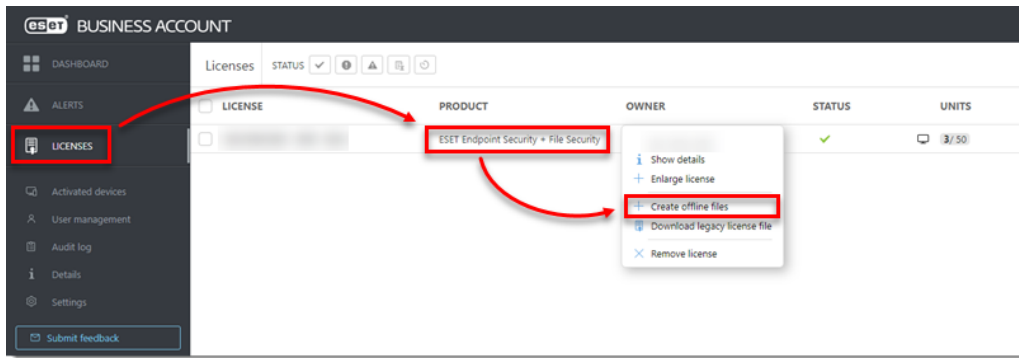
3. Select **Offline License File**, take note of the License File Token (you will need it later) and then click **Cancel**.



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**.

### Create offline license file

Product 6

ESET Endpoint Security for Windows

Name

Units count  /47

**Username and password**

Include Username and Password  
When included it is possible to update from ESET servers 7

**ESET PROTECT**

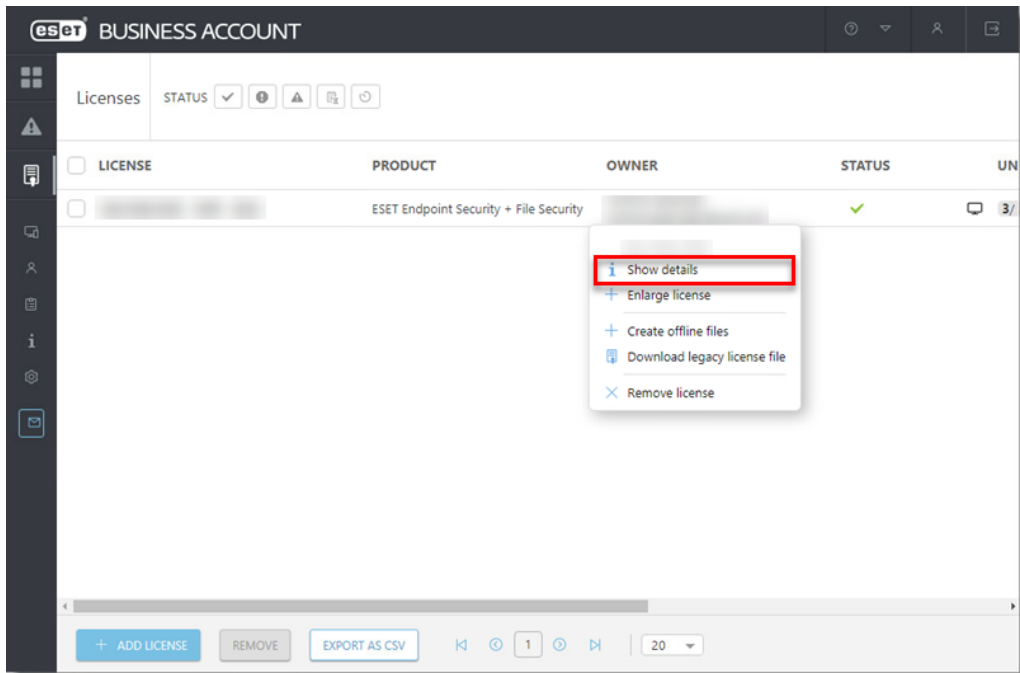
Allow management with ESET PROTECT

ESET PROTECT token

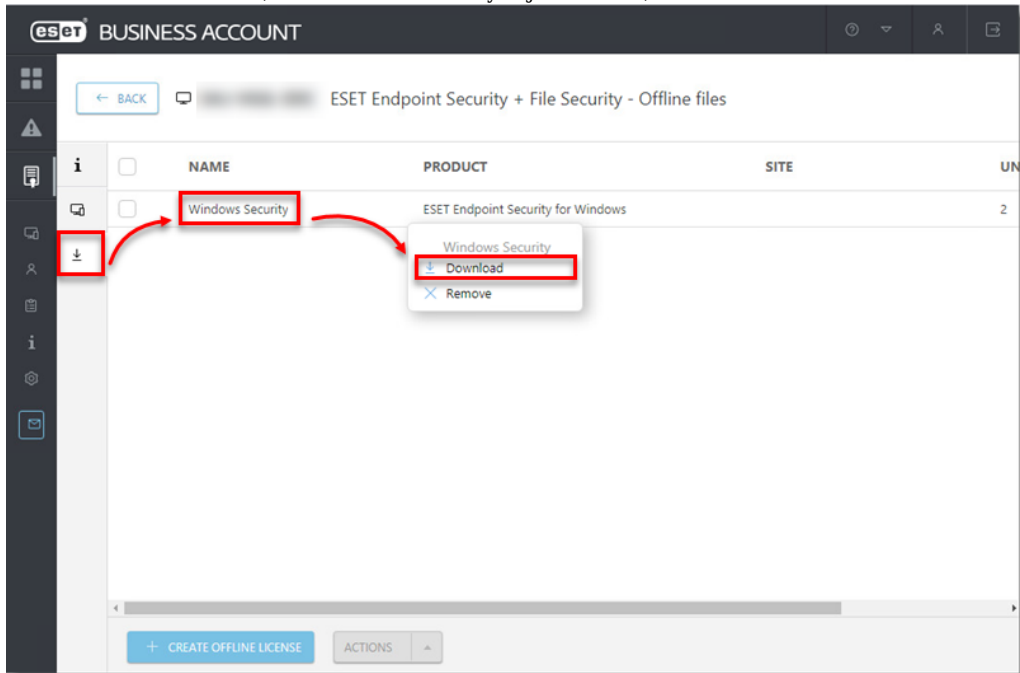
8

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

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



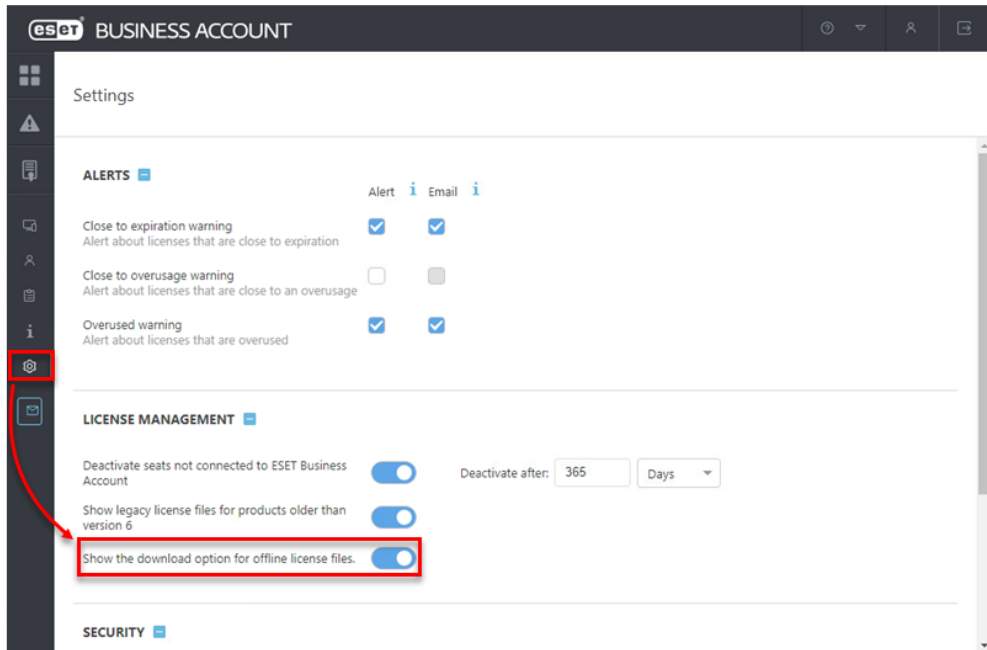
10. Click the **Offline files** tab, select the license file you just created, and then click **Download**.



▼ **Download** option is not offered?

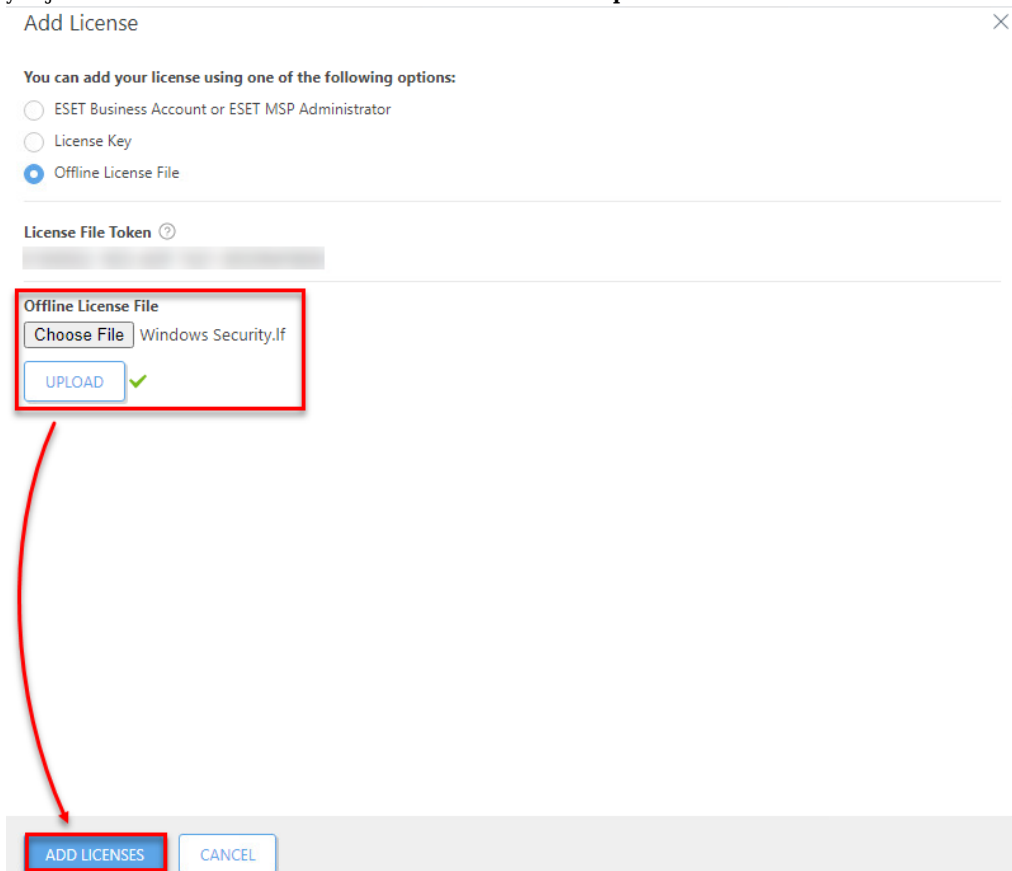
You need to enable downloading the offline files.

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



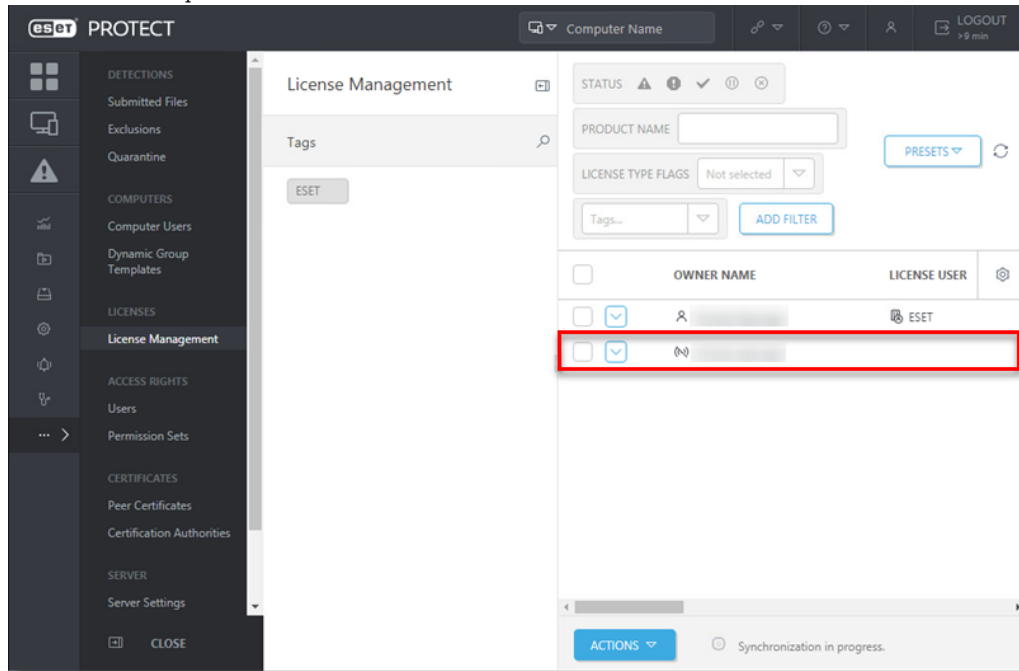
You will see the **Selected file was downloaded** message when it is successful.

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.

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

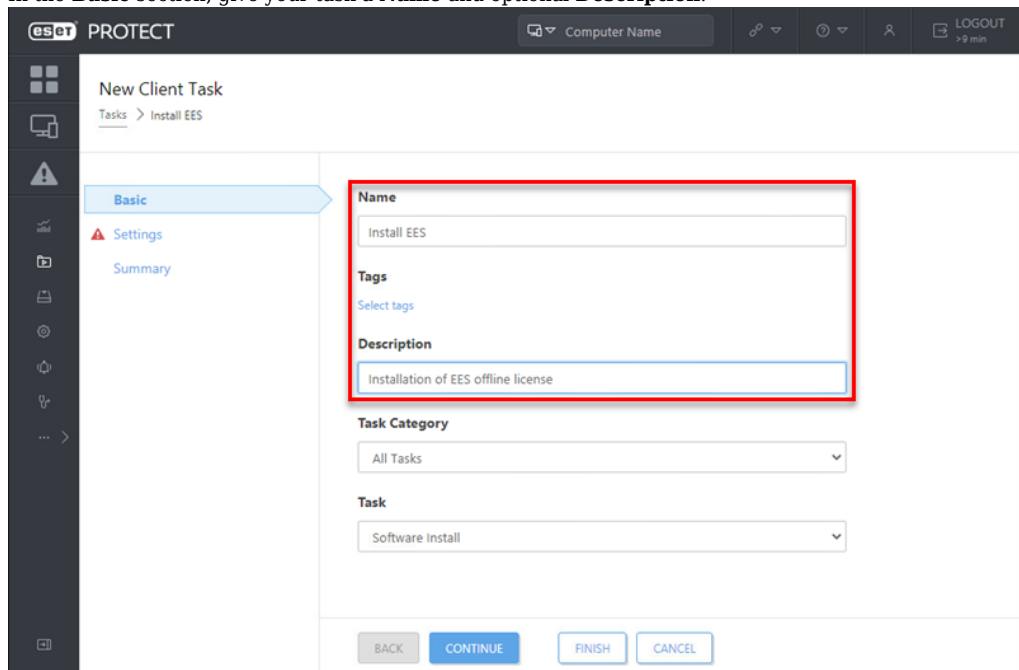


## II. Add offline license file to the client task

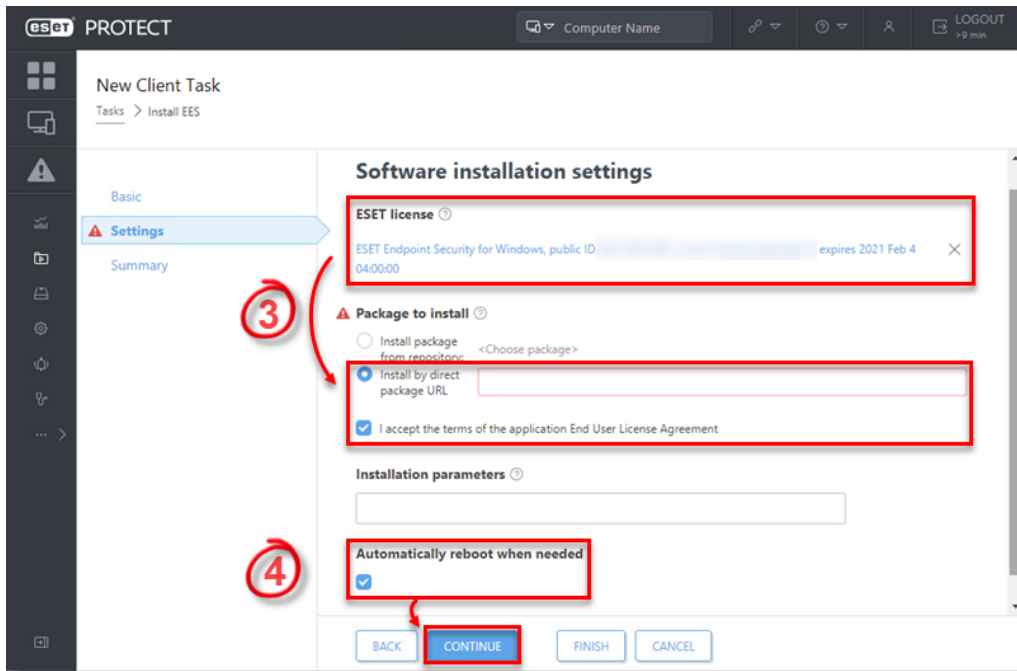
[Activate endpoint machines individually](#)

[Activate endpoint machines from ESET PROTECT](#) article and select the offline license file you created in [section I](#).

- [Create a client task](#) and use the settings as described in the following steps.
- In the **Basic** section, give your task a **Name** and optional **Description**.



- 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**.
- Select **Automatically reboot when needed** and click **Continue**.



5. [Continue creating the client task](#) and adding the trigger.