

# ESET Tech Center

Kennisbank > ESET PROTECT > Activate ESET business products using ESET PROTECT in offline environment

## 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

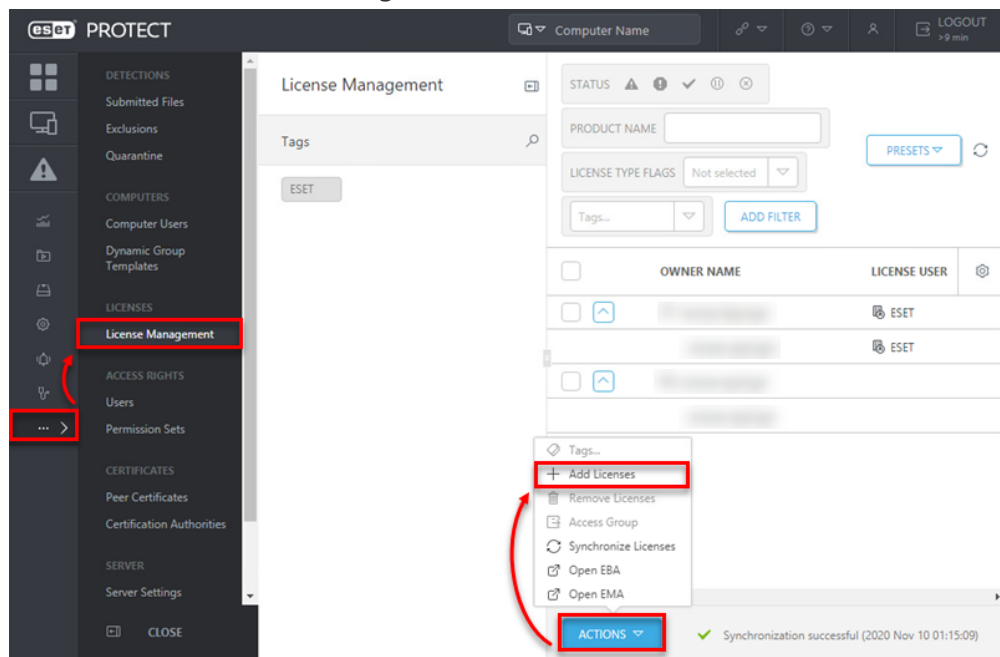
For more information about retrieving legacy license files from ESET Business Account, [see our Online Help topic](#).

### 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**.

Add License

You can add your license using one of the following options:

☐ ESET Business Account or ESET MSP Administrator

☐ License Key

☒ Offline License File

License File Token ?

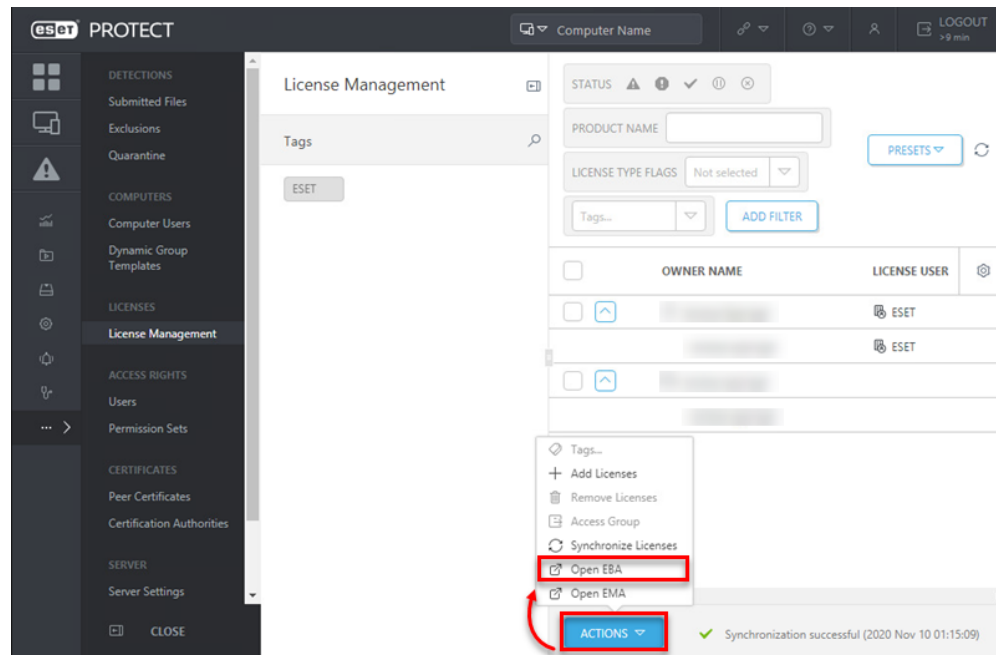
Offline License File

Choose File No file chosen

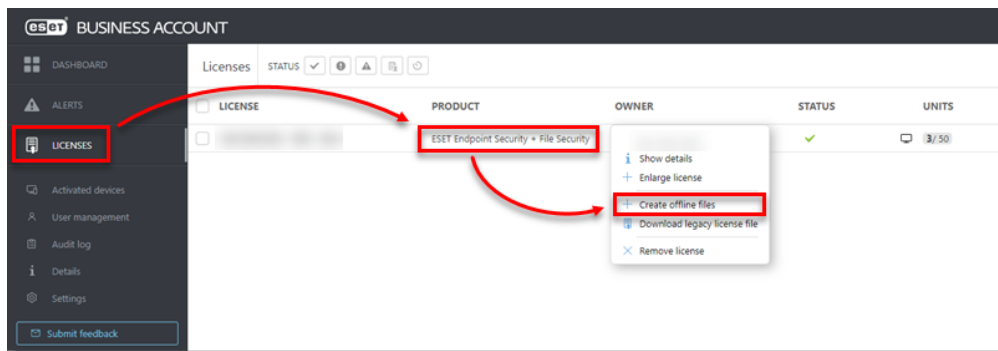
UPLOAD ⚠

ADD LICENSES CANCEL

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



- 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

6

Product

ESET Endpoint Security for Windows

Name

Windows Security

Units count

2

/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

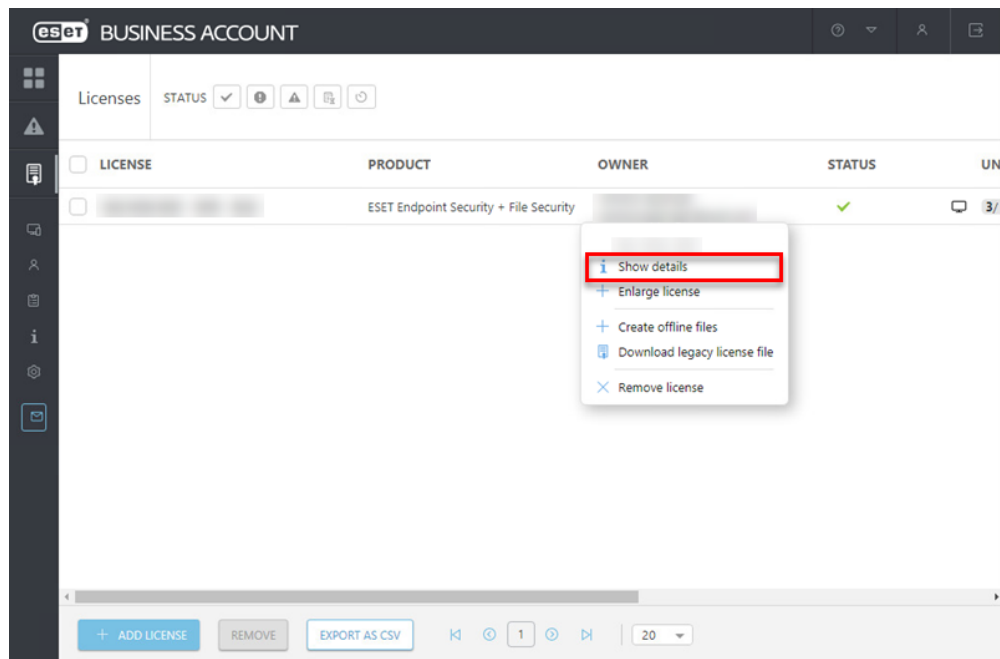
8

GENERATE

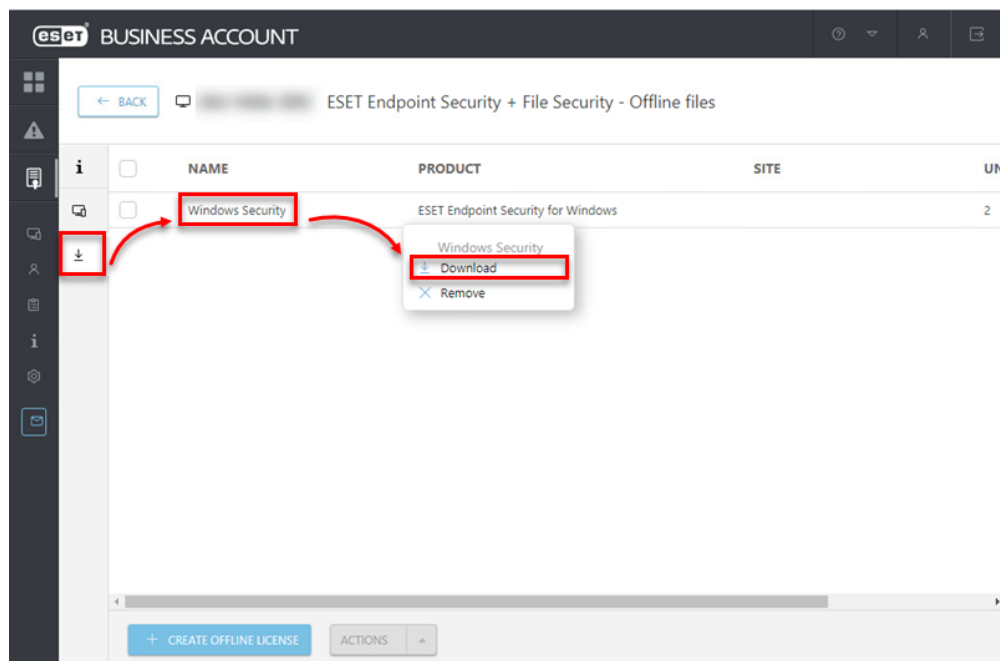
CANCEL

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

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



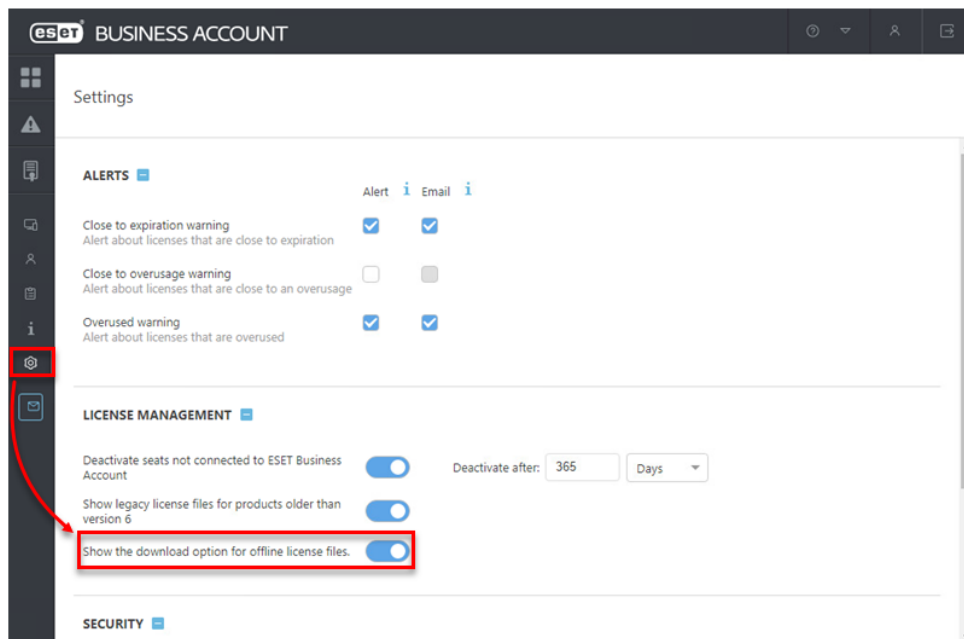
10. Click the **Offline files** tab, select the license file you just created, and then click **Download**.



▼ **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**.

Add License

You can add your license using one of the following options:

☐ ESET Business Account or ESET MSP Administrator

☐ License Key

☒ Offline License File

License File Token ?

Offline License File

Choose File Windows Security.If

UPLOAD ✓

ADD LICENSES CANCEL

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.

eset PROTECT

Computer Name

LOGOUT >9 min

DETECTIONS

Submitted Files

Exclusions

Quarantine

COMPUTERS

Computer Users

Dynamic Group Templates

LICENSES

License Management

ACCESS RIGHTS

Users

Permission Sets

CERTIFICATES

Peer Certificates

Certification Authorities

SERVER

Server Settings

CLOSE

License Management

Tags

ESET

STATUS

PRODUCT NAME

LICENSE TYPE FLAGS Not selected

Tags...

ADD FILTER

PRESETS

OWNER NAME

LICENSE USER

ESET

ACTIONS

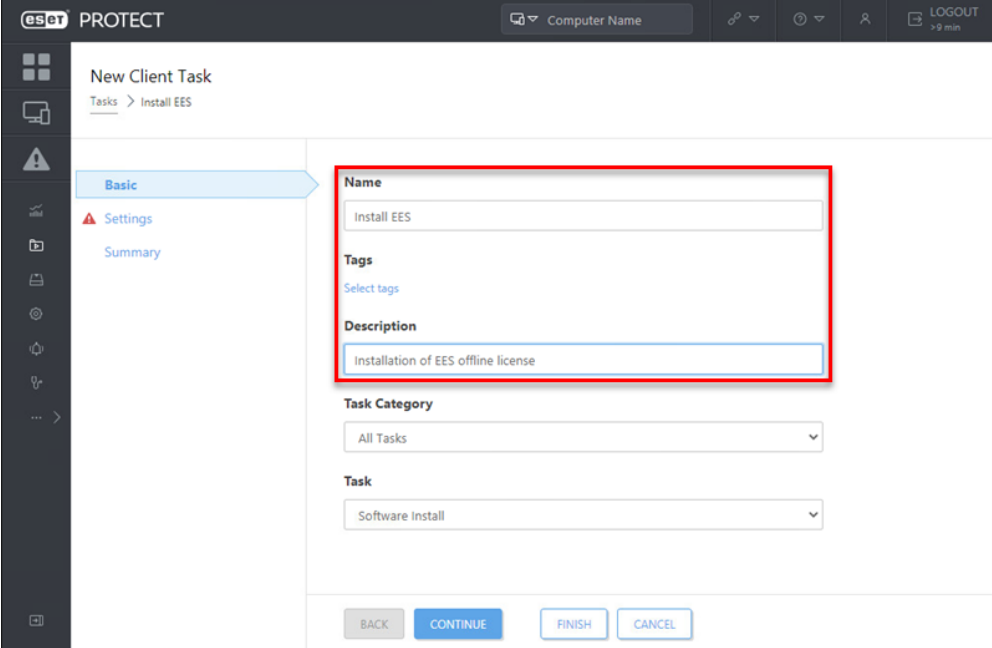
Synchronization in progress.

## 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**.



The screenshot shows the 'New Client Task' configuration window in the ESET PROTECT interface. The 'Basic' tab is selected, and the 'Name' and 'Description' fields are highlighted with a red box. The 'Name' field contains 'Install EES' and the 'Description' field contains 'Installation of EES offline license'. Below these fields, the 'Task Category' is set to 'All Tasks' and the 'Task' is set to 'Software Install'. The window includes a sidebar with navigation icons and a top bar with user information and a logout button.

Field	Value
Name	Install EES
Description	Installation of EES offline license
Task Category	All Tasks
Task	Software Install

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**.

**eset PROTECT** Computer Name [Computer Name] [Logout] >9 min

**New Client Task**  
Tasks > Install EES

**Basic**  
**Settings**  
Summary

**Software installation settings**

**ESET license**  
ESET Endpoint Security for Windows, public ID [ID] expires 2021 Feb 4 04:00:00

**Package to install**  
☐ Install package from repository <Choose package>  
☒ Install by direct package URL [URL]  
☒ I accept the terms of the application End User License Agreement

**Installation parameters**  
[Parameters]

**Automatically reboot when needed**  
☒

BACK CONTINUE FINISH CANCEL

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