ESET Tech Center

Kennisbank > Legacy > Clients not activated alert after upgrading to ESET Endpoint Security or ESET Endpoint Antivirus 8.x

Clients not activated alert after upgrading to ESET Endpoint Security or ESET Endpoint Antivirus 8.x

Steef | ESET Nederland - 2021-05-19 - Reacties (0) - Legacy

Issue

- ESET PROTECT (8.x) fails to activate the version 8 Endpoint products after an upgrade from version 5, 6, or 7 to version 8 ESET business products
- ESET PROTECT (8.x) displays alerts for Endpoints with licenses expiring soon but you have valid licenses for these Endpoints

Details

You can create a new dynamic group template for clients that failed to activate after your upgrade. After that, run a task to re-enter your valid license information.

Solution

Create a dynamic group template

- 1. <u>Open the ESET PROTECT Web Console</u> in your web browser and log in.
- Click More → Dynamic Group Templates, click Not activated security product template, and in the pop-up window, click Edit.



3. Click **Expression** → **Add Rule**.

Edit Dynamic Group Templat	e d security product						
Basic Expression	OPERATION	OR (At least one condition has to b	be true)	~			
Summary	Add Rule	Functionality/Protection problems	. Problem	= (equal)	Product no	t activated	Û
	ВАСК	CONTINUE	SAVE AS	WCEL			

4. Expand **Functionality/Protection problems**, select **Problem**, and then click **OK**. Your new rule will be shown in the operations list.



- 5. Repeat Step 4 until you have four identical rules (A computer restart is required for applying device control settings is set by default). Click each of the problem values and change them to the following four settings, respectively:
 - Product is not activated
 - License expired
 - Protection of your device ends shortly
 - $\circ\,$ Your license will expire soon

asic	OPERATION	OR (At least one condition has to be true)	~		
Expression Summary		Functionality/Protection problems . Problem		Product not activated	8
	OR	Functionality/Protection problems . Problem	is one of	Add License expired	Ê
	OR	Functionality/Protection problems . Problem		Add Protection of your device ends shortly	Û
	OR	Functionality/Protection problems - Problem	is one of	A computer restart is required for applying device control settings	8
	Add Rule		Webcam protectio Web control is nor	n not functional	
			Web control is pau Web control not fu	ised illy functional	
			Windows Security	Center indicates that the feature is in snooze state	

6. Change the operator in all conditions to **= (equal)**.

pression	OPERATION	OR (At least one condition has to be true)	*		
Summary		Functionality/Protection problems . Problem	= (equal)	Product not activated	t
	OR	Functionality/Protection problems . Problem	= (equal)	License expired	1
	OR	Functionality/Protection problems . Problem	= (equal)	Protection of your device ends shortly	t
		Functionality/Protection problems . Problem	is one of	Vour license will expire soon	ŝ
	OR		= (equal)	Add	
			≠ (not equal)		
	Add Rule		is not one of		
			Is not one of		

7. Click **Finish** to create the Dynamic group.

Dynamic Group Templates > Not ac	tivated security product				
Basic	OPERATION	OR (At least one condition has to be true)	~		
Summary		Functionality/Protection problems . Problem	= (equal) 🗸	Product not activated	1
	OR	Functionality/Protection problems . Problem	= (equal)	License expired	Û
	OR	Functionality/Protection problems . Problem	= (equal)	Protection of your device ends shortly	Û
	OR	Functionality/Protection problems . Problem	= (equal)	Your license will expire soon	Û
	Add Rule				
	BACK	CONTINUE FINISH SAVE AS	CANCEL		

Run the activation task

1. Run an <u>activation task</u> and select the Dynamic group that you created in Step 7 as the <u>trigger target (see Step 3 of this related article)</u>.