ESET
Cybersecurity
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"Device not authorized" when adding mobile devices in ESET Remote Administrator (6.x)

https://support.eset.com/kb3708

Issue

The notification "Device not authorized—Your device cannot connect to ESET Remote Administrator because it was not authorized by your administrator"

Figure 1-1

Solution

When you enroll new Android devices, make sure that you are entering the device MEID, not the IMEI number. These numbers are similar, but are not the same. For instructions to find the MEID for your specific device, please see the documentation provided by the device manufacturer.

- Tags
- ERA 6.x
- MDM