

ESET Tech Center

Kennisbank > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 5.x > Error:
This license key is not issued for ESET Remote Administrator!

Error: This license key is not issued for ESET Remote Administrator!

Ondersteuning | ESET Nederland - 2024-08-28 - Reacties (0) - 5.x

<https://support.eset.com/kb3053>

Issue

After loading / updating your license file in ESET Remote Administrator, you receive the error message: "This license key is not issued for ESET Remote Administrator!"
Error code: 20080, 0

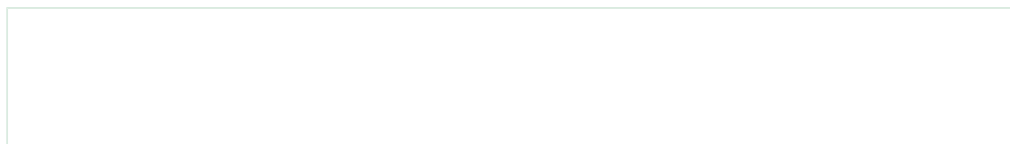


Figure 1-1

Solution

This error message indicates that you are attempting to update ESET Remote Administrator with a license that was issued for a different product. For example, most users receive this error message when attempting to use an ESET Mail Security for Microsoft Exchange license with ESET Remote Administrator. To resolve your issue, please follow the steps below:

1. Locate your nod32.zip file for ESET Remote Administrator. When you purchased your ESET security product, you received an email from ESET containing this file as an attachment.



NOTE:

If you are unable to locate your license file, click the link below to recover it:

- [Retrieve License Details page](#)

2. Update ESET Remote Administrator with your license file. See the following article for step-by-step instructions:

- [How do I remove an old license file and update ESET Remote Administrator with a new one?](#)

Tags

License

Licensing

licentie