

ESET Tech Center

Kennisbank > FAQ's > [KB6062] "Offline units connected" warning in ESET License Administrator

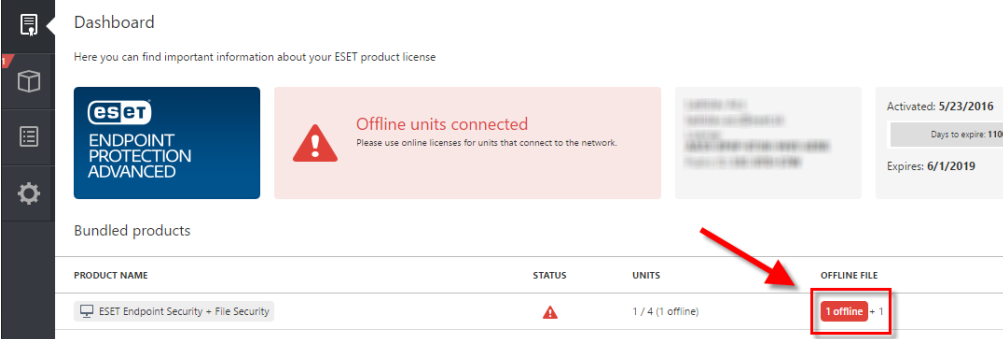
[KB6062] "Offline units connected" warning in ESET License Administrator

Ondersteuning | ESET Nederland - 2020-08-11 - Comments (0) - FAQ's

Issue

You used an offline license file to activate a computer that has internet access and is able to contact edf.eset.com

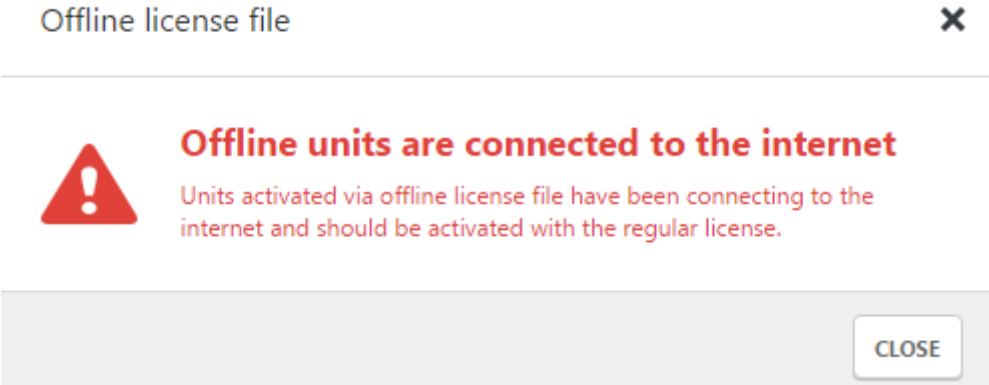
You see an **Offline units connected** warning in the Dashboard of ESET License Administrator



The screenshot shows the ESET License Administrator Dashboard. At the top, there is a navigation menu with 'Dashboard' selected. Below the menu, a message states: 'Here you can find important information about your ESET product license'. The main content area features a blue ESET logo on the left, a red warning banner in the center that reads 'Offline units connected' with a sub-message 'Please use online licenses for units that connect to the network.', and a license summary on the right showing 'Activated: 5/23/2016', 'Days to expire: 1100', and 'Expires: 6/1/2019'. Below this is a table of 'Bundled products' with columns for 'PRODUCT NAME', 'STATUS', 'UNITS', and 'OFFLINE FILE'. A red arrow points to the 'OFFLINE FILE' column for the 'ESET Endpoint Security + File Security' product, which shows '1 offline + 1'.

PRODUCT NAME	STATUS	UNITS	OFFLINE FILE
ESET Endpoint Security + File Security	⚠	1 / 4 (1 offline)	1 offline + 1

You attempt to generate another offline license file by clicking **Offline** label in the **Offline file** column and receive an **Offline units are connected to the internet** warning



The dialog box has a title bar 'Offline license file' and a close button 'X'. The main content area features a red warning icon and the text: 'Offline units are connected to the internet' followed by 'Units activated via offline license file have been connecting to the internet and should be activated with the regular license.' At the bottom right, there is a 'CLOSE' button.

Details

Solution

1. Click **Unit Management**, click the name of the computer the ESET product is installed and activated on (using an offline license file) and then select **Deactivate**.

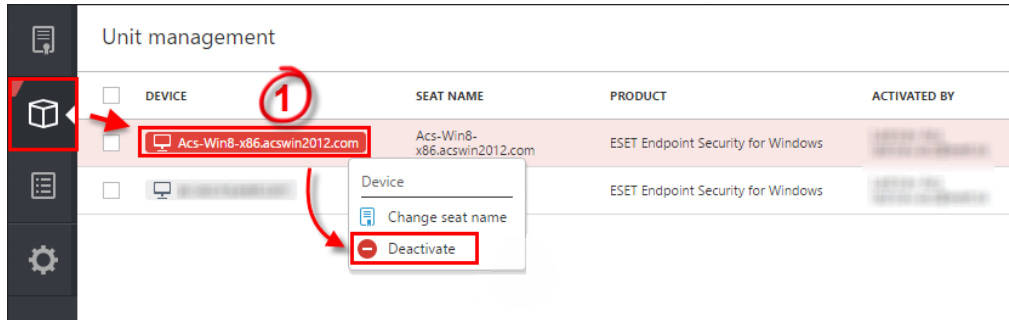


Figure 1-1

Click the image to view larger in new window

2. Click **Yes** to confirm the unit deactivation.

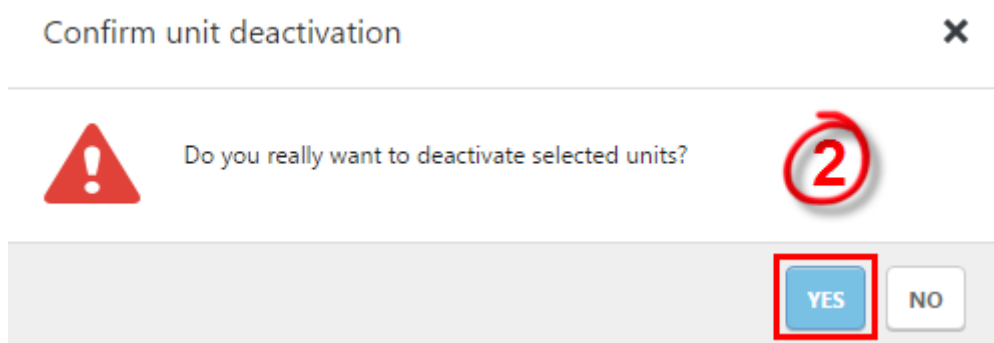


Figure 1-2

3. [Activate the ESET product](#) on the machine using the **License Key** you received after purchasing your ESET license.

Offline environments

If the computers hosting ESET products are supposed to remain offline (no connection to the internet and virus signature database updates are distributed using the [mirror tool](#)), [activate these computers using an offline license](#).

Tags

ELA

License

licentie

Offline environment