CYBERSECURITY
Progress. Protected.

Kennisbank > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > [KB6062] "Offline units connected" warning in ESET License Administrator

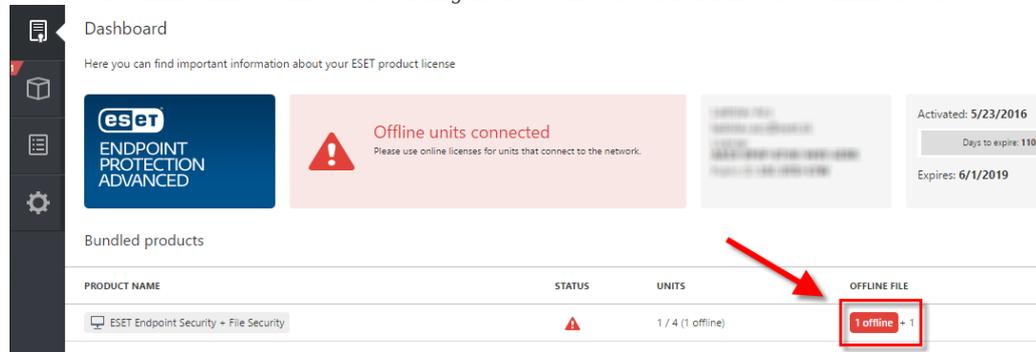# [KB6062] "Offline units connected" warning in ESET License Administrator

Issue

You used an offline license file to activate a computer that has internet access and is able to contact edf.eset.com
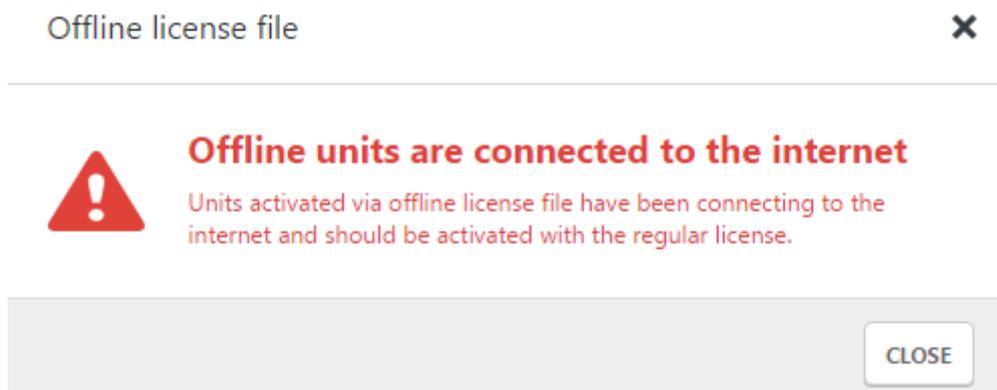You see an **Offline units connected** warning in the Dashboard of ESET License Administrator

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

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**.
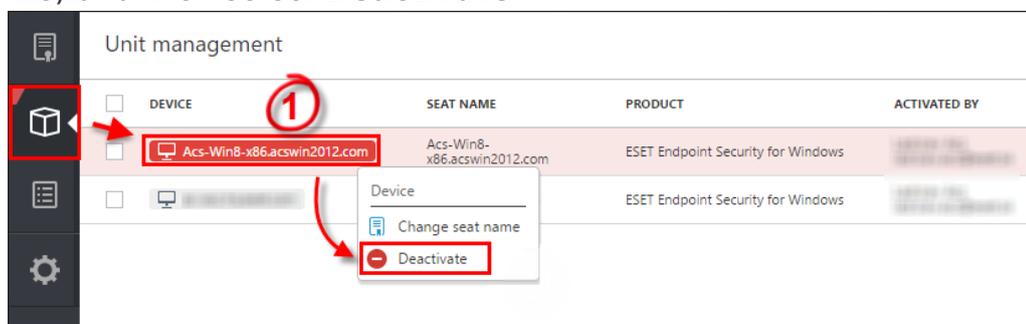

Figure 1-1
Click the image to view larger in new window

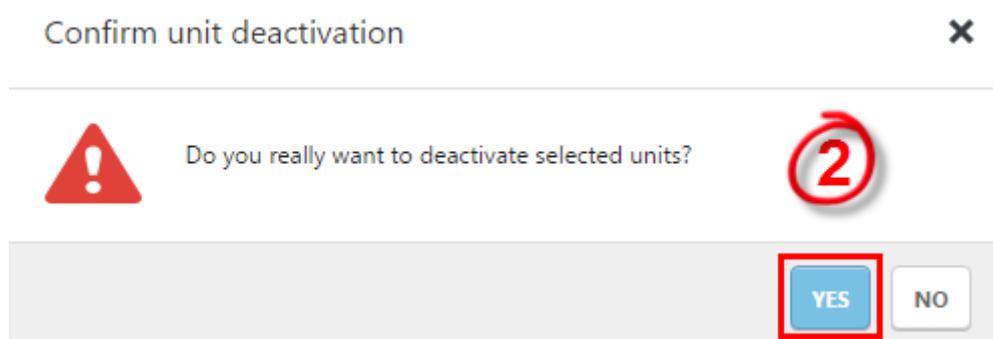2. Click **Yes** to confirm the unit deactivation.

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 suposed 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](#)