

How to Renew ESET Smart Security and Nod32 Antivirus

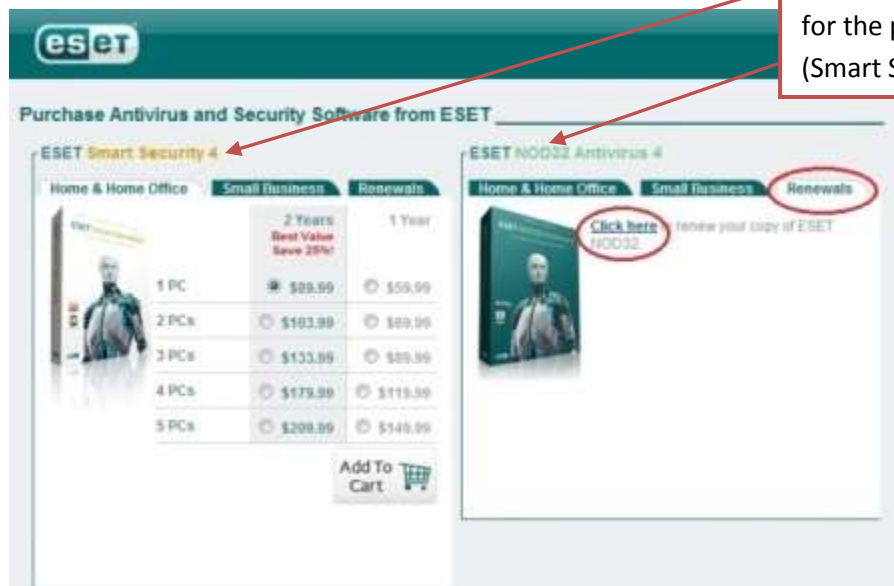
(Prelim) To verify that you are eligible for renewal pricing for your ESET security product, use the following checklist:

- You can renew your ESET security product license up to 90 days *before* your license expires, or up to 60 days *after* your license expires.
- If it has been more than 60 days since your license expired, you are not eligible for renewal pricing, but you can purchase a new license through the [ESET online store](#). If you need help checking your expiration date, [click here](#).
- The email address you use to validate your renewal license must match the email address you used in the original order or activation. If we installed your ESET product for you and you do not know what email address we used in the original order or activation, contact:

Gakidoo's Computer Repair at (808) 676-1900

(Steps) To renew your license, please visit our [Purchase and Renewals page](#) and follow the steps below:

1. Click on the “Renewals” tab for the product you are renewing (Nod32 or Smart Security) and then the “Click here” text link.



2. Enter your **Username** and **Email** address (used on your original purchase) in the appropriate fields and click the **Submit** button.

Please validate your info to begin your renewal process.

Username	* Email	
<input type="text" value="EAV-12345678"/>	<input type="text" value="jsmith@example.com"/>	<input type="button" value="Submit"/>

* Email used on your original purchase.
Forgot your username? [Click here](#).

You can retrieve this information from your original “ESET NOD32 Antivirus Purchase Information” email or if we installed it for you, in the text file at: [c:\Nod32\Nod32 Purchase Info.txt](#)

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3. Select your preferred renewal option and click **Add To Cart**.

Thank you! Your license has been validated and you are now eligible to renew your antivirus software.



ESET Smart Security 4
Antivirus | Antispyware | Firewall | Antispam

ESET Smart Security	1 Year	2 Years
1 PC	<input type="radio"/> \$41.99	<input checked="" type="radio"/> \$75.99
2 PCs	\$47.99	\$97.99
3 PCs	\$61.99	\$111.99
4 PCs	\$83.99	\$151.99

Save 25% with a 2-year subscription! **3** → **Add To Cart**

This is only an example, of course this may say ESET Nod32 Antivirus if that is the product you are renewing.

4. Verify your purchase details. If the details of your purchase are correct, click **Proceed to Checkout**.

Description	Qty	Options	Rate	Amount	Remove
ESET Smart Security 4 Home Edition, Renewal 2 year, 1-User, Download Version - No Box Shipment, Free Technical Support	1	Keep Username Renewal License ID: 427093	\$75.99	\$75.99	
Total			\$75.99		

Proceed to Checkout Continue Shopping Update Total

5. If you have an existing ESET Store Account, enter your **Email** and **Password** and click the **Continue** button in the **Existing Customers** box, otherwise you will need to complete the **New Customer Registration** form (not pictured).

NEW CUSTOMERS	EXISTING CUSTOMERS
Create an ESET Store Account if you have not purchased directly from ESET before.	If you already have an ESET Store Account, please enter the email address and password for that account below.
<input type="text"/>	Email <input type="text" value="jsmith@example.com"/>
<input type="text"/>	Password <input type="password" value="*****"/>
<input type="text"/>	Click here if you've forgotten your password
<input type="button" value="Continue"/>	<input type="button" value="Continue"/>

← **OR** →

6. Enter your billing and shipping address and click **Continue** on those pages (if you are an existing customer, you do not need to re-enter this information).

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ESET Shopping Cart

Register » Address » **Shipping** » Payment » Review & Submit Order

Enter New Billing Address

Items in Cart: 1
Current Total: \$75.99
View Cart

Checkout

- Address Information
- Shipping Method**
- Payment Information
- Review & Submit Order

Full Name: Bobber Jones * Required

Company Name: _____

Address 1: 1234 Leaf St. *

Address 2: _____

City: San Diego *

State/Province: California

Zip/Postal Code: 92116

Country: United States *

Phone: (619) 555-2222 *

This address is also my shipping address

Continue

- Click **Continue** to verify the Shipping Method (Unless you elected to purchase a backup CD, you will not receive physical goods by standard mail. We will email your unique Username and Password to your registered email address).

ESET Shopping Cart

Register » Address » **Shipping** » Payment » Review & Submit Order

Shipping Method

Shipping Method

Free Shipping - Free!

Continue

Items in Cart: 1
Current Total: \$75.99
View Cart

Checkout

- Address Information
- Shipping Method**
- Payment Information
- Review & Submit Order

- Enter your payment information and click **Continue**.

ESET Shopping Cart

Register » Address » Shipping » **Payment** » Review & Submit Order

Payment Information

Payment Method: Via

MasterCard

Discover

Diners Club

American Express

Credit Card Number: 123456789101112

Expiration Date: 01/2013

Cardholder Name: Bobber Jones

Card Security Code: 123

Save my credit card information

You can review your order before your card will be charged.

Continue

Items in Cart: 1
Current Total: \$75.99
View Cart

Checkout

- Address Information
- Shipping Method
- Payment Information**
- Review & Submit Order

- Review the billing, shipping and payment information, and click **Submit Order** to finalize your purchase. Your online receipt will be displayed. Please print this for your records.

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13. From the primary window, click **Update virus signature database** (make sure you are connected to the Internet).



14. If you are not prompted for your username and password, they have been entered correctly. If you are prompted for your username and password, click **Cancel** and repeat steps 11 and 12. Make sure you are logged in as administrator, or have administrator privileges.

Important!

Please remember to enter your username and password exactly as they are written.

- The username and password are case sensitive and the hyphen in the username is necessary
- The password is ten characters long and all lowercase
- If you are copying and pasting, make sure you don't select an extra blank space
- We do not use the letter L in passwords (use the number one (1) instead)
- A big '0' is the number zero (0), a little 'o' is the lowercase letter o

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Sample NOD32 Antivirus Purchase Information eMail

Original Message:

From: noreply@eset.sk
Date: 20 Jan 2010 03:00:27 +0100
To: jsmith@example.com
Subject: ESET NOD32 Antivirus Purchase Information

Note: This is the original email address used to purchase your ESET product.

Dear Valued Customer,
Thank you for purchasing ESET NOD32 Antivirus. Below is your purchase information:

Product name: ESET NOD32 Antivirus
Number of licenses: 1 computer(s)
Expiration date: 01/20/2011
Username: EAV-12345678
Password: aalbb2cc3d

Note: This password is not the same as the password for your ESET Store account.

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To download, please enter the user name and password after clicking on the appropriate link below:

ESET NOD32 Antivirus for Microsoft Windows 2000/XP/Vista/Windows 7 (32-bit):
<<http://www.eset.com/download/v4>>

ESET NOD32 Antivirus for Microsoft Windows XP/Vista/Windows 7 (64-bit):
<<http://www.eset.com/download/v4-64bit>>

If you would like to download an older version of ESET NOD32 Antivirus that is compatible with Microsoft Windows 95/98/ME/NT, you can do so using the following links:
<<http://www.eset.com/download/previous-versions>>

Please verify that the username above matches the username in your software. Click "Update" -> "Username and Password setup ..." to find your username and password.

Please save this email for future reference in case you need to reinstall ESET NOD32 Antivirus; and keep your username and password confidential. Misuse could lead to cancellation of your license.

MANUALS AND DOCUMENTATION

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ESET NOD32 Antivirus contains a comprehensive Help Menu and Knowledgebase. In addition, a standalone Quickstart Guide and User Guide are available for download at: <<http://www.eset.com/download/manuals.php>>. An installation video can be viewed at: <http://www.eset.com/download/installation_videos.php>.

TECHNICAL SUPPORT

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For questions, please visit the Knowledgebase on our website: <<http://www.eset.com/support/kb.php>>.

If your question is not listed, please contact your local ESET distributor for further assistance: <<http://www.eset.com/support/>>. Most of our regional distributors provide technical support via telephone as well.

Best regards,

The ESET Team

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Please do not reply to this email. This mailbox is not monitored and you will not receive a response.


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How to View ESET Smart Security or ESET NOD32 Antivirus License Expiration Date

If you are using ESET Smart Security or ESET NOD32 Antivirus, your license expiration date can be viewed at any time from the main program window.

NOTE:

Please allow 24-48 hours after entering your new username and password for your updated expiration date to display.

1. Open the main program window by clicking the ESET icon  next to the system clock or by clicking **Start → All Programs → ESET → ESET Smart Security** or **ESET NOD32 Antivirus**.
2. From the main menu, click **Protection status**. The expiration date is displayed next to **License valid until** to the right.



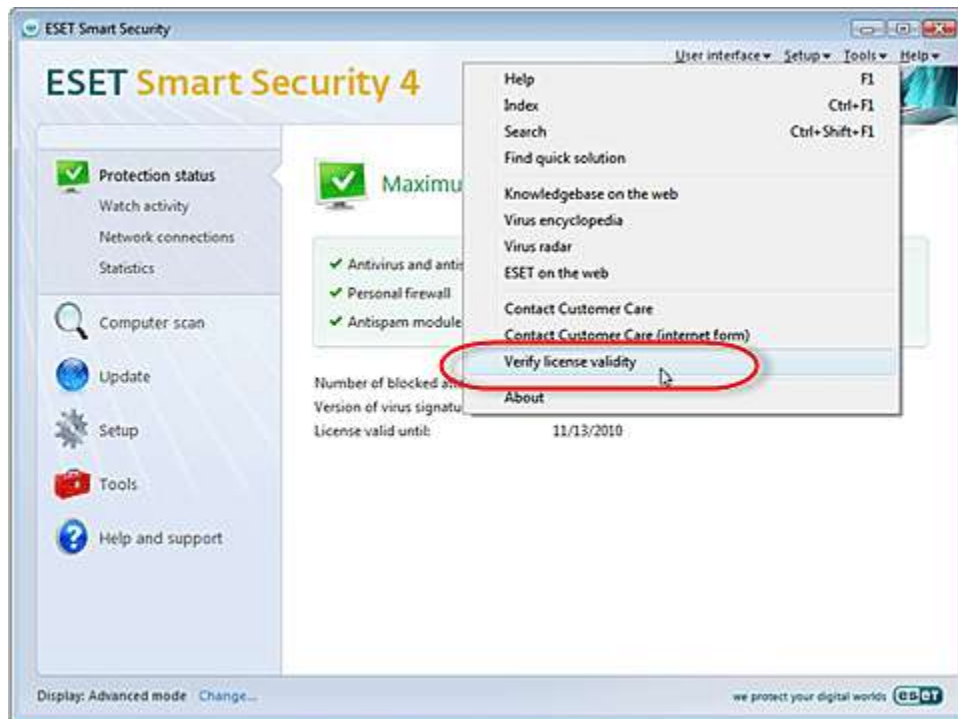
For step-by-step instructions on renewing any version of ESET Smart Security or ESET NOD32 Antivirus, as well as entering your new username and password into the program settings, [click here](#).

What if my license expiration date is not displaying properly or showing the wrong expiration date? (ESET Smart Security or ESET NOD32 Antivirus)

If your ESET security product is not displaying the correct license expiration date, you can verify the validity of your product license, which will cause the current expiration date to appear. To verify your product license, follow the steps below:

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1. If you see **Display: Standard mode** in the lower left corner of the main program window, toggle to Advanced mode by clicking **Change...** and then clicking **Yes** to confirm or by pressing CTRL + M on your keyboard.
2. Click **Help** → **Verify license validity** from the top menu.
3. An alert will display your updated license expiration date. Click **OK** to close it.



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