

Fix: My Devices are replacing each other in Bitdefender Central

What causes two devices to replace each other in Bitdefender Central? This article explains why, in extremely rare cases, you can't see the correct number of devices you have installed Bitdefender on under My Devices. Two of the devices are wrongly seen with the same computer name. And only one of them shows up on Central at a time. Even though the Bitdefender security product locally installed indicates that both devices are safe.

Why do My Devices replace each other in Bitdefender Central?

Currently, you turn on one computer protected by Bitdefender and it's displayed in Bitdefender Central – My Devices. But if you turn on another computer also protected by Bitdefender, it replaces the first one in the 'My Devices' section. Why does this happen?

The issue is mostly linked to duplicate [MAC addresses](#). A MAC address is a unique hardware identifier of a network card. Bitdefender is using the MAC address as a unique identifier, which normally would make sense as this should be unique. However, some third-party programs add the same MAC address on each device. Since this MAC address is the same, Bitdefender is considering the second device the same as the first device since it can match a MAC address and is replacing the original system with the last one powered on.

If two or more devices have the same physical or virtual MAC address regardless of the network, Bitdefender Central identifies them as the same device and shows only one at a time in My Devices. This is common with virtualization software (e.g. VMware, VirtualBox, Parallels, Bootcamp, etc.) and some VPN apps that generate the same MAC address on all the devices, leading to a MAC address conflict. However, it is not restricted to this type of software. New MacBook Pro models use the same MAC address for iBridge Ethernet – the Touch Bar. Since this MAC address is the same, Bitdefender Central is considering the second device the same as the first one since it can match a MAC address and is replacing the original Mac computer with the last Mac connected to the internet.

How do I check if My Devices share the same MAC address?

To find out if the same MAC address is assigned to your computers, follow these steps below:

Find the MAC addresses of a Windows PC	Find the MAC addresses of a Mac
1. Open Command Prompt: click the  Windows Start menu, type cmd and then press the Enter key. 2. Type ipconfig /all in the black command prompt window that appears and then hit Enter. 3. Compare the number that appears next to the Physical Address for all networks in the list (not just the network adapter currently used), on both computers. For example, if VMware is installed on your Windows computers, this MAC address will appear on both PCs: Ethernet adapter VMware Network Adapter VMnet1: Connection-specific DNS Suffix . : Description : VMware Virtual Ethernet Adapter for VMnet1 Physical Address. : 00-50-56-C0-00-01	1. Click the Finder icon in your dock. 2. Next, click Go at the top left of the screen, on the menu bar. 3. Select Utilities from the menu. 4. Double-click on Terminal to open this tool. 5. Type ifconfig -a in the Terminal and then press the Return / Enter key. 6. Compare the number that appears next to ether for all networks in the list, on both machines.

Are My Devices still protected if they're not displayed simultaneously in Bitdefender Central?

This is only a glitch in the way Bitdefender Central displays them, with no impact on the security of the devices. Your Devices are still protected even though they replace each other and are not displayed at the same time in Bitdefender Central.

To check the security status of each device:

Find out if Bitdefender is protecting Windows	Find out if Bitdefender is protecting macOS
• Double-click the Bitdefender Desktop shortcut to bring up the Bitdefender security solution installed on your PC. • You are protected and everything is OK if the shield is green and the dashboard indicates “You are safe”	• Click the B icon in the menu bar of your Mac (near date & time), then select “Open Main Window” to bring up the Bitdefender Antivirus for Mac interface. • You are protected and everything is OK if the shield is green and the dashboard indicates “You are safe”

How do I stop My Devices from replacing each other in Bitdefender Central?

If your devices replace each other in Bitdefender Central and you've found out that they have one or more MAC addresses in common, you need to either remove, modify or disable the identical MAC addresses so that both systems can show up in Central. Below are three solutions with different degrees of difficulty.

Solution 1: Remove the app that generates duplicate MAC addresses – Difficulty level Easy

The easiest way is to uninstall the application that generated the same MAC address in the first place. If you no longer use that VPN app, virtualization software, etc. simply uninstall it.

[How to uninstall an app on Windows](#) | [How to uninstall an app on macOS](#)

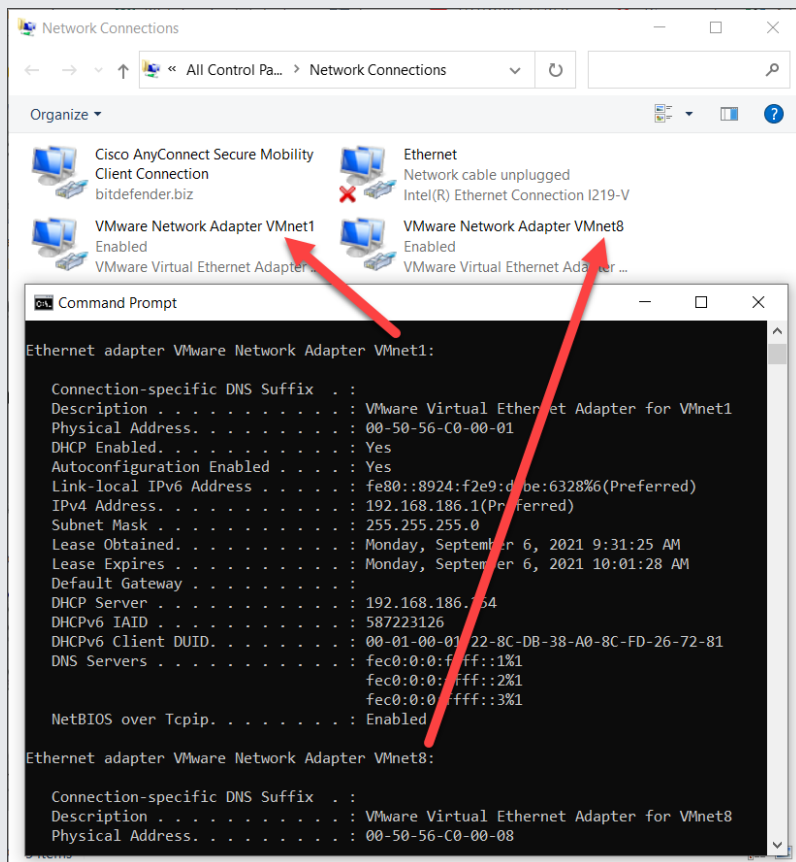
Next, restart the system that is missing from Bitdefender Central, and you'll be able to see it again under the 'My Devices' section.

Solution 2: Disable duplicate network adapters – Difficulty level Medium

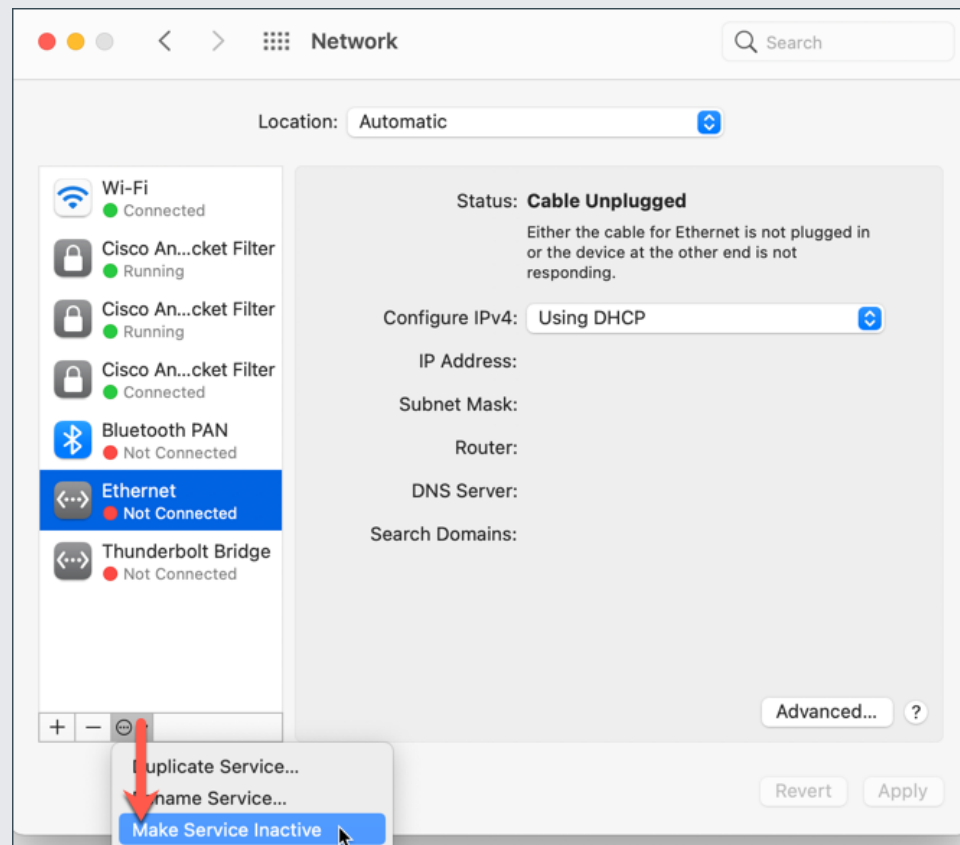
If you wish to keep your virtual machine software or VPN, disable its corresponding network adapter instead. This way, Bitdefender Central will no longer think it's the same computer and display only one at a time.

1. Bring up the Bitdefender product installed on your device.
2. Access the [Switch Account](#) feature and log in with the same Bitdefender Central account.
3. Next, remove the device you are currently on from your Bitdefender Central account – [How to remove a device from Bitdefender Central](#).
4. Now, return to the computer that does not appear in Bitdefender Central and follow the steps in the table below, depending on the operating system that runs on the device.

Disable a Network Adapter of a Windows PC	Disable a Network Adapter of a Mac
• Go to Network Connections: Press the  Windows Start menu in the lower-left corner of your screen, then type in ncpa.cpl and hit Enter on your keyboard. This will open up your list of network adapters. • Right-click each of the virtual adapters (VMware, VirtualBox, etc.) and choose to disable them. This will remove the duplicate MAC address entries from your system. • To confirm the action, you can open a Command Prompt window (open the Start Menu, type cmd and click Command Prompt). In the Command Prompt, type ipconfig /all and ensure the duplicate MAC address is no longer listed.	• Click the Apple logo  in the upper-left corner of the screen, and select System Preferences in the menu. • Access the Network icon to open the Network Preferences pane. • On the left side of the Network window, select the name of the virtual adapter or VPN. • To disable the selected adapter, click the gear-shaped button  or the menu icon ... next to the minus sign in the lower-left corner of the window, then select Make Service Inactive. • Click the Apply button to disable the duplicate MAC address.



Disabling VMware network adapters VMnet1 and VMnet8 on a Windows PC



Disabling a duplicate MAC address on macOS

5. Finally, restart the system that is missing from Bitdefender Central. After reboot, you'll be able to see it again under the 'My Devices' section.

Solution 3: Change the duplicate MAC address – Difficulty level Hard

A more complex solution is to [modify the MAC address](#) on one of the machines with a duplicate MAC address so that all devices connected to Bitdefender Central have unique identifiers.

① **Note:** It is recommended to perform this action only if you are an advanced computer user. Bitdefender takes no responsibility for any damages or connectivity problems suffered because of these steps.

After successfully completing any of the above solutions, your devices will no longer replace each other, and all computers should populate Bitdefender Central at the same time.