

How do I remove a license from an agent?

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Removing a license is painless.

The software will no longer stop any data extortion attacks after the license is removed.

The software will, however, not be automatically uninstalled. It will instead go dormant.

Remove License on the Agent Licenses Page

First, navigate to the Agent Licenses page.

Second, select the license or licenses you want to remove from an agent.

Then click the eject icon.

The default behavior for agents when a license is released from them is to not look for a new license the next time it calls in. This behavior may be changed on the agents page as detailed later in this article.

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After you click on the eject icon to release the selected licenses, the agents will not be uninstalled, but will go dormant.

Role based permissions are checked, to inform if you do not have permissions to manage the licenses for any groups. The permission necessary is called “Release Agent License”. If you click on the eject icon and you do not have permission to release licenses for any of the selected licenses' groups, a menu will come up.

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Remove License on the Agents Page

First, navigate to the Agents page.

Second, select the agent or agents that you want to release a license from.

Then click the eject icon.

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Change Behavior of Agents When Their License is Released

By default, agents will not look for a new license automatically the next time they call in after a license is removed from them. This behavior can be seen on and changed on the Agents page. Users can see this setting in the “License Name” column for agents currently without an assigned license. Clicking this button will change the setting.

The pause icon means the agent will not automatically look for a new license the next time it calls in, while the sync icon means the agent will automatically look for a new license the next time it calls in.

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You may also change this setting for multiple agents at once by:

First, selecting the agents you want to change this setting for.

Then click the license icon.

Clicking this icon will popup a modal where you can choose the setting you want the selected agents to have.

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