

How do I remove licenses from agents that have not called in recently?

- [Group Setting for Automatically Releasing Inactive Agents' Licenses](#)
- [How Can I Automatically Hide Agents When Licenses are Removed?](#)
- [How Can I Filter for Inactive Agents and Release Their Licenses Myself on the Agents Page?](#)
- [How Can I Filter for Inactive Agents and Release Their Licenses Myself on the Licenses Page?](#)

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

Group Setting for Automatically Releasing Inactive Agents' Licenses

Users have the ability to edit a Group setting that will automatically release inactive agents' licenses for agents in the Group.

First, navigate to the Groups page found under the Administration tab.

Next, find the “Auto-Release Inactive Agent Licenses Policy” column for the desired group and double click the cell. This will show options for when an agent should be considered inactive and have their license removed automatically.

Auto Release Inactive Agent Licenses.png

How Can I Automatically Hide Agents When Licenses are Removed?

Users have the option to automatically hide agents in the group when: a license is released from an agent, an agent is marked as inactive, or an agent is uninstalled.

This setting can be found on the Groups page under the “Automatically Hide Agents” column.

Hidden Agents will not be visible on the Agents page by default

Auto Hide Agents.png

How Can I Filter for Inactive Agents and Release Their Licenses Myself on the Agents Page?

If users do not want to use the Group setting for automatically releasing inactive agents' licenses or want to release licenses sooner than the group setting:

First, navigate to the Agents page and clear any present filters.

Then, locate the Latest Validation Check column and click this column's filter and enter the desired date for agents to have not called in by.

Validate Filter.png

Next, locate the License Name column and filter for Not blank.

License Name Filter.png

After these filters are entered, select all desired agents whose license should be released, and click the eject icon above the grid. After clicking this icon, the licenses will be released from the selected agents.

Note that the default behavior of agents when their license is released is to not look for a new license automatically the next time they call in. To change this behavior follow the instructions [here](#).

Bulk Release Licenses.pngReleased Licenses.png

How Can I Filter for Inactive Agents and Release Their Licenses Myself on the Licenses Page?

Users have the ability to filter for inactive agents and release their licenses on the Licenses page as well as the Agents page.

First, navigate to the Agent Licenses page and clear any present filters.

Then, locate the Agent Latest Validation Check column and click this column's filter and enter the desired date for agents to have not called in by.

Validate Filter On Licenses Page.png

Next, select all desired licenses that should be released from the agents and click the eject icon above the grid. After clicking this icon, the licenses will be released.

Note that the default behavior of agents when their license is released is to not look for a new license automatically the next time they call in. To change this behavior follow the instructions [here](#).

Bulk Release.pngFree License Result.png

Revision #4

Created 2026-05-18 20:28:18 UTC by Dennis Underwood

Updated 2026-07-20 19:22:13 UTC by Dennis Underwood