

Agent Visibility in the Web Application

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How do I show hidden agents?

Created by Dennis Underwood, last modified by Mark Weideman on Sep 28, 2023

Travel to the Agents page and locate the Dashboard Visibility column.

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The default filter for this column is for hidden agents to not be visible.

To show Hidden agents, open the filter for this column and check the box for Hidden, and uncheck the box for Visible, then click Apply.

This will show only the Hidden agents. From there, you may conduct normal agent management operations, including changing visibility.

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How do I hide or remove an agent?

Created by Dennis Underwood, last modified by Mark Weideman on Sep 28, 2023

It is important to understand that removing an agent would also delete all of the data collected via that agent. That information may be useful someday for a future investigation.

Instead, hiding the agent from view, notifications, or alerts is probably the desired action.

There are two ways to do this.

Bulk Update Agents

The first method is easiest if there are multiple agents that need to be hidden from the web app.

First, select the agents you desire to be hidden, from the Agents page.

Normally, users will use filters based on installation status, machine name, or IP address first.

Second, select the “Bulk Set Agent Default Visibility” icon.

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A modal will appear where you can select whether the selected agents' default visibility will be hidden or visible. Then, click the “Update Selected Agents” button.

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The default setting for security notifications is to send offline agent alerts for hidden agents. See more about security notifications [here](#).

Update a Single Agent

On the Agents page, locate the Dashboard Visibility Column and toggle the Visible slider for the desired agent to change the visibility.

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If I hide an agent, will I still get alerts & notifications?

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The default setting for notifications is to send offline agent alerts for hidden agents.

We see below the default setting during notification creation:

Create New Security Notification

Group

Select

☒

 Send Offline Agent Alerts for Hidden Agents

☐

 Do Not Send Ransomware Activity Alerts for Silent Responses

☒

 Notify All Group Members

Name for Notification

Optional

Notification type:

☐ Ransomware Activity

☐ Offline Agent

☐ Abnormal Identity Access

Time Interval

Select

Create

Users normally make a separate notification category for hidden agent notifications, for the rare instances where that is desired. We recommend these notifications have different destination email aliases and possibly interval of notification.

If an existing notification requires an update to this field, travel to the Security Notifications page.

Scroll right on the grid until you see the Send Offline Alerts For Hidden Agents column, then toggle the slider as desired.

The change will take effect immediately.

How do I hide an agent, but still get alerts & notifications?

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