

License Management

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

Created by Mark Weideman on Aug 06, 2024

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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

How do I remove a license from an agent?

Created by Dennis Underwood, last modified by Mark Weideman on Jun 06, 2023

- [Remove License on the Agent Licenses Page](#)
- [Remove License on the Agents Page](#)
- [Change Behavior of Agents When Their License is Released](#)

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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How do I assign an agent a license?

Created by Dennis Underwood, last modified by Mark Weideman on Feb 15, 2024

- [How do I view if an agent has a license assigned?](#)
- [How do I assign an agent a license?](#)

How do I view if an agent has a license assigned?

During the installation process, an agent will automatically be assigned a license from the group it installs with if one is available, or the group's [source distribution group](#).

On the Agents page, the License Name column shows the license that is assigned to the agent.

If there is not a license assigned to that agent, an orange "Assign License" button will be visible, with which you can assign a license to that agent.

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If you wish to know more about the license, you can click on the Manage icon for that license name.

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Clicking will redirect you to the Agent Licenses page for that agent, as shown below.

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How do I assign an agent a license?

On the Agents page, you may assign a single agent a license or assign multiple agents a license at once.

To assign a single agent a license, click the “Assign License” button in the “License Name” column for an agent not yet assigned a license. The first license available in the agent’s group (or this group’s source distribution group) will be assigned to the agent.

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To assign multiple agents a license at once:

First, select the agents you wish to assign a license.

Then click the bulk assign licenses icon.

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License True-Ups

Created by Mark Weideman on Sep 18, 2025

True-up licenses are issued temporarily to agents when there are no more licenses available in the agent's group (or distribution group) to assign to the agent. These true-up licenses allow the agents to be fully activated and working while the details for the purchase of more licenses are gathered.

We allow up to 30 days of grace on a case by case basis before we require payment for the true-up licenses. Note that true-up licenses can only be issued when other valid real licenses exist in the agent's group (or distribution group).

Users can find true-up licenses by navigating to the Agents page found under the Operations tab in the sidebar. On this page, look for the License Name column. In this column's filter you can search for the true-up licenses by typing in "true", "true-up", etc. After entering the filter, you will see any agent that has been issued a true-up license in the grid.

true-up filter.pngTrue-Up License.png