

Locate inactive agents for ePO Versions 4.6 and 5.X

An inactive agent is one that has not communicated with the McAfee Enterprise ePO server within a user-specified time-period. Some agents might become disabled or be uninstalled by users. In other cases, the system hosting the agent might have been removed from the network. McAfee Enterprise recommends performing regular weekly searches for systems with these inactive agents.

Task

1. Click Menu | Reporting | Queries & Reports.
2. Expand the McAfee Groups list, select the Agent Management group.
3. Click Run in the Inactive Agents row on the right to run the query.

The default configuration for this query finds systems that have not communicated with the McAfee Enterprise ePO server in the last 30 days. You can specify hours, days, weeks, quarters, or years.

When you find inactive agents, review their activity logs for problems that might interfere with agent-server communication. The query results allow you take a variety of actions including deletion