

# Troubleshoot Secure Workload for License Compliance

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## Introduction

This document describes how to Troubleshoot Secure Workload to avoid the "Your license usage is out of compliance. Please contact support" error.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Secure Workload formerly called Tetration.

### Components Used

The information in this document is based on these software and hardware versions:

Secure Workload (Tetration) 3.7.1.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Problem

In case you use the Identity Services Engine (ISE) agents and ISE connector in Secure Workload 3.7.1.5 and plan to delete the ISE connector and agents, you cannot delete the ISE agents. They are shown as inactive, and it can cause "Your license usage is out of compliance. Please contact support" error at License page.

## Solution

Contact TAC Support to fix the issue as it can require deletion of the respective ISE agents from

backend mongodb table.

The deletion from backend table is required because the Inactive ISE agents are available in the agent list page of Secure Workload UI in Secure Workload version 3.7.1.5 due to design issue. This issue shall be fixed in Secure Workload 3.7.1.5 Patch 3 or Patch 4.

## **Verification**

Once TAC Team deletes the inactive ISE agents by backend procedure, you are able to see that inactive ISE agents summary is not shown in the UI.

Further, you can see that ISE agents do not create license compliance issue on the License page in the Secure Workload UI.