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Licensing

Introduction

Admin By Request offers a flexible licensing model across both free and paid tiers, supporting Windows, macOS, and Linux platforms. The Free Plan includes up to 25 Endpoint Privilege Management (EPM), 10 Windows Server and 25¹ Secure Remote Access (SRA) licenses, ideal for small-scale use or evaluation.

Paid plans provide scalable license volume and access to technical support. Licenses can be assigned per endpoint and adjusted based on operational requirements, ensuring tailored privilege management and remote access across diverse environments.

Both free and paid plans enable access to the full range of features, including AI approvals, detailed auditing, and directory integration.

Free Plan

Admin By Request offers a lifetime Free Plan suitable for small-scale deployments or proof-of-concept testing.

Included Licenses

- Up to **25** EPM workstation seats (Windows, Mac or Linux)
- Up to **10** EPM server seats (Windows only)
- Up to **25**¹ SRA (Secure Remote Access) seats²

Footnotes

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1. For the *Remote Support* feature of SRA, the limit is **10** seats.
 2. Each SRA seat requires a corresponding EPM seat, as the EPM client agent must be installed on any remote device accessed via SRA.

IMPORTANT

If you exceed your license count (i.e. if you install the client on more devices than you are licensed for), those extra devices will not appear in your inventory. We cannot prevent users at these devices from requesting access, but your IT admins will never see the requests, and they will not be auto-approved or considered for machine learning. Furthermore, there will be no inventory records of hardware and software for these devices, and there will be no audit trail. This applies to both *Free Plans* and *Paid Plans*.

A message is displayed prominently in the portal if your license usage is exceeded. [Contact an account manager](#) to arrange additional licenses.

Features

- Access to all features across **Windows** (workstation and server), **macOS**, and **Linux** platforms
- No time limitations and only one feature restriction (DELETE computer from portal Inventory)
- No built-in support; however, you can upgrade to a paid plan at any time

To compare editions and features across platforms, refer to [Editions & Features](#).

To try it out, [Download the Free Plan](#).

Paid Plans

For organizations requiring more extensive coverage, Admin By Request provides scalable paid plans.

Licensing Model

- Licenses are based on the number and type of endpoints (workstations or servers) you need to manage
- Workstation licenses are cross-platform, meaning a single license covers Windows, macOS, and Linux endpoints
- At the time of writing, server licenses cover Windows Server operating systems only

Licensing for AVD (Azure Virtual Desktop) and AWS Workspaces

Device-Based Licensing:

- Admin By Request licensing is primarily **per-device**, not per-user. Each unique device (including virtual machines like AVD and AWS Workspaces) that runs the ABR client and checks in with the cloud service consumes one license.
- If a user connects to multiple AWS Workspaces (or re-creates their Workspace), **each new instance may consume a separate license**, unless the device ID remains the same.

Device ID Generation:

- Licensing depends on the hardware/device fingerprint. For AWS Workspaces, this fingerprint is derived from system parameters like hostname, hardware ID, or system UUID.
- Rebuilding or redeploying a Workspace might change the fingerprint, resulting in a new license being used, unless ABR recognizes it as the same system.

Key Considerations for AVD/AWS Workspaces

Personal (persistent) desktops:

- These behave just like physical machines: one license per virtual instance.
- Good for one-to-one user-to-device mapping.

Pooled (non-persistent) desktops (e.g. with FSLogix or similar):

- These can cause license sprawl because each new session host might be seen as a new device.
- This is especially problematic if VMs are rebuilt or scaled frequently.
- Needs regular cleanup of inactive devices in ABR to reclaim licenses.

Best Practices for AVD/AWS Workspaces

1. Use consistent hostnames or GUIDs in your deployment templates to minimize device ID changes.
2. Monitor license usage via the portal Inventory.
3. Automate stale device cleanup using API or PowerShell if using non-persistent pools.

TL;DR: One license per machine if it's persistent, and one license per user if it's pooled/multi-session.

Features

- All core features, same as the Free Plan, plus DELETE computer from Inventory using the portal
- Scalable licensing options
- Access to our trouble ticket system and support teams

Pricing

- Pricing is customized based on your organization's specific needs
- To obtain a quote, you can use our [Request a Quote](#) form

Product Enrollment

Admin By Request's Product Enrollment feature allows you to assign specific licenses (EPM or SRA) to designated endpoints.

Functionality

- Assign licenses to endpoints based on organizational needs
- Manage which endpoints have access to specific features
- Adjust license assignments as your organization evolves

For more information, refer to [Product Enrollment](#).

Mobile App

Admin By Request offers a free mobile application for both iOS and Android platforms.

Features

- Approve or deny elevation requests in real-time
- Access audit logs and inventory data on the go
- Receive push notifications for immediate action

For more information, refer to [Mobile Application](#).

License Allocation

Licenses are automatically reassigned when freed, meaning the next unlicensed device that contacts the portal will receive a license without manual intervention.

This is the intended licensing behavior. When Admin By Request is installed on a device and the endpoint is online and able to reach the portal, it will automatically obtain a license. There is currently no mechanism for manually assigning licenses.

To influence which devices receive licenses, the most effective method is to:

1. **Uninstall Admin By Request** from any devices you want to remove from the licensing pool.
2. **Uninstall from any queued devices** that may automatically receive a license upon availability.
3. **Ensure these devices are excluded** from any MDM/Intune redeployment policies.
4. **Install Admin By Request only on the new devices** that should take up the available licenses.

If you have any questions about licensing or how licenses are allocated, please [contact us](#).

Things you should know

1. The EPM client agent is licensed on a *per-device* basis. This means that each device on which the EPM agent is installed requires a separate license, regardless of plan (Free or Paid).
2. At the time of writing, the number of licenses available under the Free Plan are:
 - **25 EPM** workstation (Windows, Mac or Linux)
 - **10 EPM** server (Windows only)
 - **25 SRA** (max 10 for *Remote Support*)Additional licenses may be granted temporarily (e.g. for proof-of-concept) - talk to an Admin By Request account manager; they are more than happy to help.
3. You can have a Free Plan and/or a Paid Plan, but not a combination of both. This means that, if you want 35 licenses, you don't get the first 25 licenses for free and only pay for the remaining 10 - if you have a Paid Plan, you must pay for all licenses under that plan. However, you can have a Free Plan *as well as* a Paid Plan. This can be useful for testing purposes and is a common setup for customers.
4. For Paid Plans, all license purchases are made in increments of **twenty-five (25)** or more licenses per transaction.
5. Please note that licenses cannot be returned, refunded, or exchanged for a reduction in fees once allocated.
6. If your usage exceeds the number of licenses purchased, the excess clients won't be able to contact your portal inventory. We will let you know that usage has been exceeded by, for example, displaying a suitable "overuse" message to all administrators logging-in to the portal.

7. Licenses allocated to a device may be released back into your license pool under the following conditions:
 - a. The EPM agent is uninstalled from the device
 - b. The device remains offline for **sixty (60)** consecutive days
 - c. The device is manually removed from your inventory, either through manual deletion or via API.
8. Virtual licenses (AVD/AWS Workspaces): One license per machine if it's persistent, and one license per user if it's pooled/multi-session.