

Absolute Persistence (Absolute Software)

Procedure:

Step 1 – Access Portal

Log in to the Absolute Software portal:

<https://cc.absolute.com/>

Step 2 – Select Device

Find the affected device in the device list.

Step 3 – Open Device Management

Select the device and open its details view.

Step 4 – Remove Device from Management

Click “Unenroll” or “Remove”.

Step 5 – Bring Device Online

Turn on the device and connect it to the internet.

Step 6 – Start Absolute Software Agent

Please wait after starting the device until the Absolute Software Agent from Absolute Software starts automatically and establishes a connection to the server.

(If it does not start automatically, please start the agent manually.)

Please then wait 5–10 minutes for the device to receive and process the information from the server.

Step 7 – Restart Device

Restart the device completely.

Step 8 – Open BIOS/UEFI

Enter the BIOS/UEFI during startup.

Step 9 – Open Security Menu

Navigate to Security / Anti-Theft.

Step 10 – Locate Absolute Persistence

Select Absolute Persistence.

Step 11 – Status Check

Please check the status carefully:

- **If “Permanently Disabled” is available:**
→ **Select it**
- **If “Deactivated” is shown:**
→ No further action is required
The deactivation has already been completed successfully

Important: This step is critical for the correct return of the device.

Step 12 – Save Changes

Save and confirm using Save & Exit.

Important Notice:

If you are not using Absolute Persistence and an active Absolute Persistence feature is still visible in the BIOS, please contact your responsible service provider or system house to properly carry out the deactivation process.