



Qualys CMDB Sync Service Graph Connector App

User Guide
Version 1.6.3

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Table of Contents

About this guide.....	5
About Qualys	5
Qualys Support	5
Welcome to Qualys CMDB Sync Service Graph Connector	6
Key Features	6
What's New	7
Qualys CMDB Sync Service Graph Connector 1.6.3	7
Pre-requisites	7
Get Started	8
Install the App	8
Add API Source	9
Add Custom Pod (PCP)	11
Create Schedules	12
Qualys to ServiceNow Scheduling	12
ServiceNow to Qualys Scheduling	14
Use Custom Attributes for Asset Metadata	18
Dynamic Asset Tagging Configuration	22
Attribute List for Tagging	24
Business Criticality Mapping	26
Update Properties	27
Customize Data List Columns	28
Syncing	28
Sync Queue	28
Download: Qualys to ServiceNow	28
Upload: ServiceNow to Qualys	28
Approve Qualys Assets	29
Failed Qualys Assets	29
Advanced Configuration	33
App Scheduled Jobs	33
Transform Maps	35
Computer - CI Class Mappings	36
Qualys Category - Hardware Device CI Mappings	38
Related Tables for Custom Fields	39
Application Log	41
View Reports.....	41

Overview	41
Customize Overview Page	45
Add a Report	45
Remove a Report	46
Refresh Overview page	46
Debugging and Troubleshooting.....	46
How to debug	46
Observed Issues	46
Anticipated Issues	47
Common Questions	48
Known Issues	50
Field Mapping for Tables	49
Classified Tables	49
Asset Data Model	49
Software Data Model	50
Related Tables	51
Asset Data Model	51
Software Data Model	54
Hardware Data Mappings	54
Cloud Data Mappings	57
Appendix	59
Business App Metadata	59

About this guide

Welcome to Qualys Cloud Platform! We'll show you how to use the Qualys CMDB Sync Service Graph Connector App to synchronize Qualys IT asset discovery and classification with the ServiceNow Configuration Management Database (CMDB) system.

About Qualys

Qualys, Inc. (NASDAQ: QLYS) is a pioneer and leading provider of cloud-based security and compliance solutions. The Qualys Cloud Platform and its integrated apps help businesses simplify security operations and lower the cost of compliance by delivering critical security intelligence on demand and automating the full spectrum of auditing, compliance and protection for IT systems and web applications.

Founded in 1999, Qualys has established strategic partnerships with leading managed service providers and consulting organizations including Accenture, BT, Cognizant Technology Solutions, Deutsche Telekom, Fujitsu, HCL, HP Enterprise, IBM, Infosys, NTT, Optiv, SecureWorks, Tata Communications, Verizon and Wipro. The company is also a founding member of the [Cloud Security Alliance \(CSA\)](#). For more information, please visit www.qualys.com

Qualys Support

Qualys is committed to providing you with the most thorough support. Through online documentation, telephone help, and direct email support, Qualys ensures that your questions will be answered in the fastest time possible. We support you 7 days a week, 24 hours a day. Access support information at www.qualys.com/support/

Welcome to Qualys CMDB Sync Service Graph Connector

The Qualys CMDB Sync Service Graph Connector App for Configuration Management Database (CMDB) automatically synchronizes comprehensive information about your global IT resources that are continuously monitored by Qualys Asset Inventory. This leverages Qualys' highly distributed and scalable cloud platform, and various data collection tools, including Qualys' groundbreaking Cloud Agents, to compile and continually update a full inventory of your IT assets everywhere: on premises, in elastic clouds and mobile endpoints.

Key Features

- Support for third party asset import using Asset Identification Service (Beta)
- Your global IT asset inventory is collected with Qualys sensors (scanners, agents, cloud connectors, passive sensors) and then synchronized into the CMDB.
- Asset information is automatically normalized for hardware and software.
- Asset information is automatically enriched with additional contexts, such as lifecycle, support information, and license category.
- Preconfigured default mapping for all major CI classes.
- Preconfigured reports and dashboards.
- For assets that already exist in your CMDB, only additional metadata is added.
- You can configure filters based on Qualys QQL to select which group of assets gets synchronized to the CMDB.
- Multiple synchronization schedules can be configured.
- Support for multiple Qualys subscriptions/API sources.
- Optionally, asset information can be staged for user approval before being written to CMDB.
- Using the ServiceNow-to-Qualys schedule option, you can export missing CIs/IPs into the Qualys subscription.
- For CIs that are already present in the Qualys platform, you can enrich the information in Qualys with Asset and Business Metadata and create Dynamic tags based on the business information.
- SSL certificates information can be synced to ServiceNow for the assets imported from Qualys.

What's New

Here's what's new in Qualys CMDB Sync Service Graph Connector 1.6.3

- In this release an issue is fixed for third party asset import.
- Introduced the "Custom Attributes" feature added for ServiceNow to Qualys schedule.
- Introduced the "Asset Identification Service" (BETA) feature added for ServiceNow to Qualys schedule.
- Added Sync Queue Types for different API calls.

Pre-requisites

You must have a valid Qualys Account subscription with API Access and access to following modules:

- Qualys Subscription with CyberSecurity Asset Management (Qualys to ServiceNow Sync)
- Asset Inventory CMDB Sync enabled within your Qualys subscription (Qualys to ServiceNow Sync)
- Vulnerability Management (ServiceNow to Qualys Sync)
- The user's role must have the **"Update Asset"** permission for the CSAM module. (ServiceNow to Qualys Sync - Business Information Sync)
- To sync from ServiceNow to Qualys, you need a Qualys account with a Manager role.
- Qualys Certificate View subscription is needed for syncing SSL certificates from Qualys to ServiceNow.
- You need to enable the option "Enable ServiceNow integration" from BO to allow business metadata sync.
- For ServiceNow to Qualys sync user requires specific tagging permission: Create User Tag, Edit User Tag, Delete User Tag, and Modify Dynamic Tag Rules.

Pre-requisite Plugins

The following plugins must be installed before you proceed with the installation.

- Identification Engine uses the "Configuration Management for Scoped Apps" plugin (**com.snc.cmdb.scope**) which must be installed before you start using the app. Refer to the [ServiceNow documentation](#) for detailed installation steps.
- The Qualys CMDB Sync Service Graph Connector App uses Integration Commons for CMDB'(**sn_cmdb_int_util**) plugin which must be installed before using the app. The plugin is used for transforming clean values into CMDB.
- **sn_cmdb_ci_class** - CMDB CI Class Models: H/W Devices Mapping

Note: For plugins listed below, you may require hi-ticket from ServiceNow.

- **sn_itom_pattern** - Discovery and Service Mapping Patterns: Cloud Data
- **com.snc.discovery.core** - Discovery Core - you may require hi-ticket from ServiceNow for this plugin.

Get Started

Here we'll help you with the initial configuration and setup needed to get started.

Quick Steps

[Install the App](#) - You'll get the app from the ServiceNow app store.

[Add API Source](#) - Provide the API Source details and use Test Connection to know if the connection between ServiceNow and the defined source is working fine.

[Create Schedules](#) - Provide details to create a schedule. Once a schedule is successfully created, the sync between the source and CMDB gets working as per the schedule.

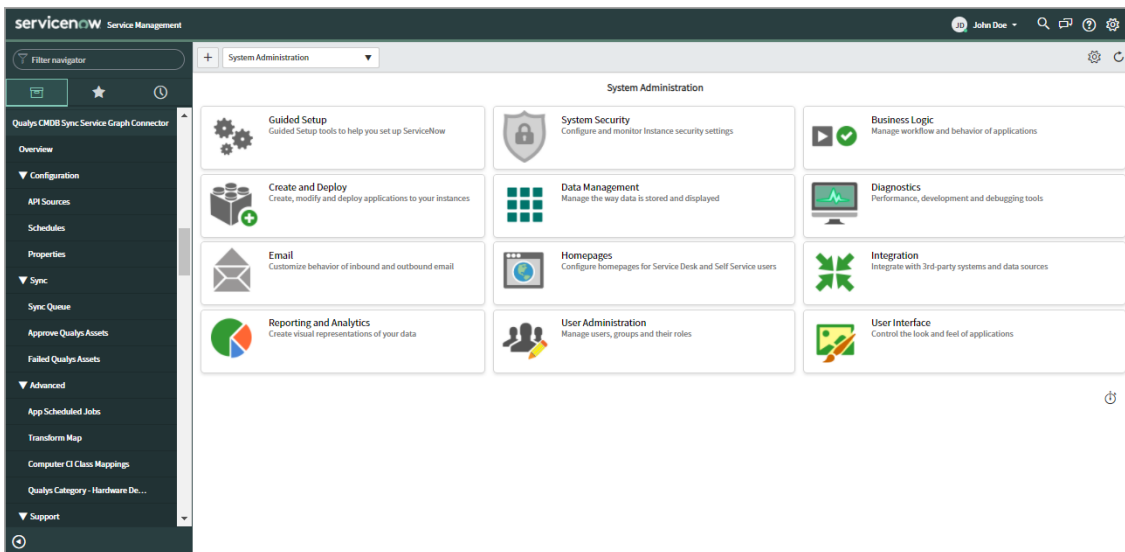
[Update Properties](#) - The Properties have pre-defined values, however you can always update a property to better suit your needs.

Install the App

Visit the [ServiceNow Online Store](#).

Search for Qualys CMDB Sync Service Graph Connector App, and click Contact Seller. Your Technical Account Manager (TAM) will contact you, and then ServiceNow provisions the app into an instance of your choice. The app then appears in the "Downloads" list of your instance. Click "Install" to start using the app.

In the Search field, type Qualys CMDB, and then select Qualys CMDB Sync Service Graph Connector App from the left pane. After you are done, new module appears in your ServiceNow instance that looks like this:



Add API Source

Once you install the Qualys App, you need to add the API source. Go to Qualys CMDB Sync Service Graph Connector App > Configuration > API Sources, and click New.

The screenshot shows the 'Qualys API Credentials' configuration form for a source named 'qapod1'. The form includes fields for Name, POD, MID Server, Username, and Password. It also has checkboxes for 'Enable Qualys to ServiceNow Sync?' and 'Enable ServiceNow to Qualys Sync?'. The 'Active' checkbox is checked. The 'Created' and 'Updated' timestamps are shown. The 'Validation' status is 'Validation Failed'.

Field	Value
Name	qapod1
POD	qapod1
MID Server	Mid_server_105_198
Username	quays_pc12
Password	*****
Active	<input checked="" type="checkbox"/>
Created	2023-04-04 04:58:27
Updated	2023-04-04 05:09:59
Qualys to ServiceNow Sync Count	
ServiceNow to Qualys Sync Count	
Enable Qualys to ServiceNow Sync?	<input checked="" type="checkbox"/>
Enable ServiceNow to Qualys Sync?	<input checked="" type="checkbox"/>
Validation	Validation Failed

Enter required details to create the source:

Name - Provide a name for the API source.

POD - Click and select the valid Qualys POD.

MID Server - The MID server can work as a proxy server/middleman between ServiceNow and Qualys pod, wherein the ServiceNow instance work with limited reachability to outside sources.

Note: The MID server user requires role x_qual5_itam_nwapp.common_queue.

Username and **Password** - Enter valid Qualys Cloud Platform credentials with API access enabled for the account on the selected POD.

Enable Qualys to ServiceNow Sync and **Enable ServiceNow to Qualys Sync** - Select these options to allow uninterrupted sync between Qualys and ServiceNow.

Validation - Reflects the status of usage of Test Connection button. When you create a new API source, the field is automatically set to Not Validated, by default indicating the API source is not yet tested. Once you click Test Connection (after completion of API source creation) the value changes to validated or validation failed depending on the test result.

Note: The Validation field is auto-populated and is not editable.

Active - Select this option to tell us the source is active and assets should be synced from the active source. In case of multiple sources, you can use this option to activate or deactivate a source.

Sync Software Catalog

Using Sync Software Catalog option, you can sync the software-related information separately. It can sync all the software information into Qualys App OOB tables or CMDB tables. You can see the two checkboxes i) Sync Software Catalog ii) Sync Software Catalog to CMDB.

By default, these checkboxes are disabled. Enable these checkboxes to sync the software catalog data to the CMDB tables.

If you enable the Sync Software Catalog checkbox, software catalog data can added in staging tables. Disable this checkbox if you don't want to sync software catalog data to the staging tables.

If you enable the Sync Software Catalog to CMDB checkbox, it can sync software catalog data to the CMDB Software Package table. Disable this checkbox if you don't want to sync data directly to the CMDB tables..

Click **Submit** to create the API source.

Then, after configuring and saving the API source, choose the record you just created from the API source list, open the record and click **Test Connection**.

Sync Asset Tag/Asset Group

Using Sync Asset Tag/Asset Group, you can sync asset tag or asset group from Qualys to ServiceNow. In this option, you can see the two checkboxes i) Sync Asset Tags and ii) Sync Asset Groups.

If you want to sync the Asset Tags from Qualys to ServiceNow, enable the Sync Asset Tags checkbox.

If you want to sync the Asset Groups from Qualys to ServiceNow, enable the Sync Asset Groups checkbox.

Note: By default, these checkboxes are enabled. Refer the following screenshot.

Sync Certificates

Using Sync Certificates, you can sync certificates from Qualys to ServiceNow. In this option, you can see the Sync Certificates checkbox. Enable this checkbox If you want to sync Certificates from Qualys.

You can also set up a relationship between CI record and certificates using the relation type listed in the Relation Type dropdown.

Note: By default, the relation type is Owns::Owned by.

Certificate Filter - Using this field, you can search the results using the QQL search tokens. Follow [Qualys VMDR OT Online Help](#) for how to create or use the Qualys QQL search token.

Click Submit to create the API source.


After configuring and saving the API source, choose the record created from the API source list, open it, and click Test Connection.

Add Custom Pod (PCP)

Qualys provides you with pre-defined pod details for Qualys platforms. If you are a PCP user, we also give you the option to create and add details of your PCP environment.

Here are the steps to add new POD entry/PCP URLs:


1. Go to **Qualys CMDB Sync Service Graph Connector App > Configuration > API Sources**, and click **New**.

2. Click the  search icon in the POD field.

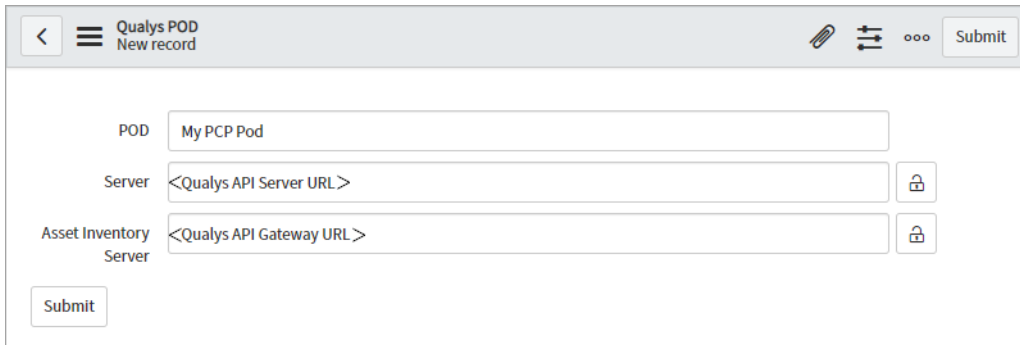
The list of PODs - 'Qualys PODs' table is displayed.

3. Click New to add POD information.

4. Provide the following information and save the custom record.

- POD: Name for the custom POD record.
- Server: Click the  unlock icon to provide the Server URL.
- Asset Inventory Server: Click the unlock icon to provide the Qualys API Gateway URL.

The Qualys API URL you should use for Server and Asset Inventory Server fields depends on the Qualys platform where your account is located. For more information on Qualys platform URLs, see [Qualys Platforms](#).

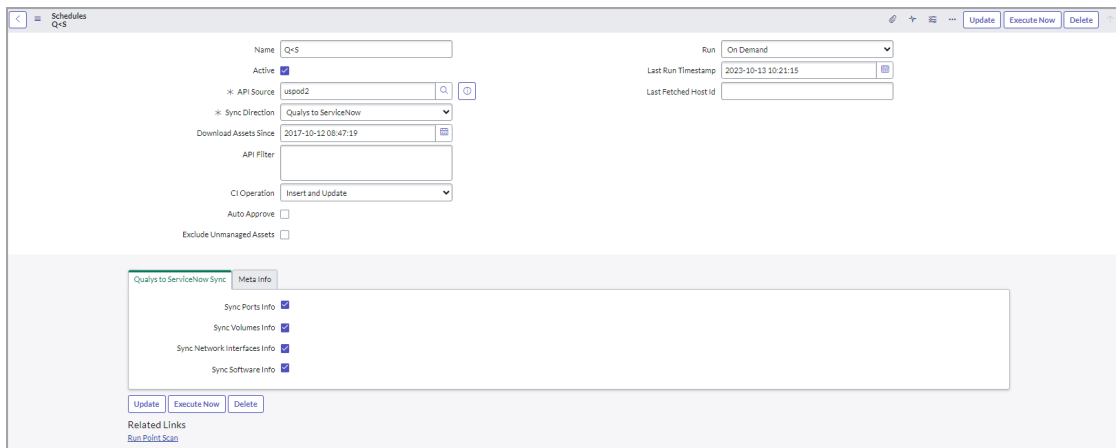


Create Schedules

You need to set up at least one schedule. You may eventually want many more. Once a schedule is successfully created, the sync between the source and CMDB gets working as per the defined schedule.

Qualys to ServiceNow Scheduling

Go to **Qualys CMDB Sync Service Graph Connector App > Schedules** and select “**Qualys to ServiceNow**” for Sync Direction.



Enter required details to configure the schedule:

Name - Provide a unique name for your schedule that helps you identify your schedule.

Active - Select to enable and activate the schedule you create. If you want to activate a schedule sometime later, you can disable this checkbox.

API Source - Select the API Source.

Sync Direction - Select Qualys to ServiceNow.

Download Assets Since: Define the date and time to sync assets from Qualys to ServiceNow. The schedules will download the assets after the defined time. The number of assets to be downloaded depends on the **Size of Download batch** property. For more information on changing the number of assets to be downloaded, refer to the [Update Properties](#) section.

API Filter: Use search tokens to filter the assets as per the requirement.

Example: operatingSystem.category1:'Linux'

This token will list all the assets with the Linux operating system.

[Click here](#) for help on using the search tokens.

Run, Starting, Repeat Interval - Tell us the frequency of the schedule to be executed. For example, you could schedule it periodically every 15 minutes.

Auto Approve - Select this to enable auto-approval of assets. This will save the effort of manually approving the assets to be staged on the production tables.

Exclude Unmanaged Assets - Enable this checkbox if you want to exclude unmanaged assets or do not want to sync unmanaged assets from Qualys to ServiceNow.

CI Operation - This field provides three CI operations on target CI Class.

Insert - Inserts new records if CI is absent.

Update - Updates the CI record if a CI is present.

Insert and Update - Updates existing CI records and creates a new record if it is absent.

Qualys to ServiceNow Sync - Select the information we should fetch for each asset: Sync Ports Info, Sync Volumes Info, Sync Network Interfaces Info, Sync Software Info.

For initial sync from Qualys to ServiceNow, we recommend that you plan your schedules at an interval of every ten minutes.

Once you configure your selections, click Submit to create the schedule.

Note: The Meta Info fields and few other blank fields such as Last Run Timestamp, Last Fetched Host Id are populated with information only after the schedule is executed.

ServiceNow to Qualys Scheduling

Go to **Qualys CMDB Sync Service Graph Connector App > Schedules** and select “**ServiceNow to Qualys**” for Sync Direction.

Enter required details to configure the schedule:

Name - Provide a unique name for your schedule that helps you identify your schedule.

Active - Select to enable and activate the schedule you create. If you want to activate a schedule sometime later, you can disable this option.

API Source - Select the API source.

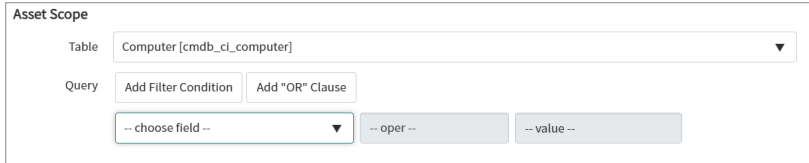
Sync Direction - Select ServiceNow to Qualys.

Run, Starting, Repeat Interval - Tell us the frequency of the schedule to be executed. For example, we could configure to execute schedule only on-demand.

ServiceNow to Qualys Sync - You can sync the IPs and Asset Metadata from ServiceNow to Qualys.

For initial sync from ServiceNow to Qualys, we recommend that you plan your schedules at an interval of every ten minutes.

Asset Scope: - Define the scope of assets to be synced.



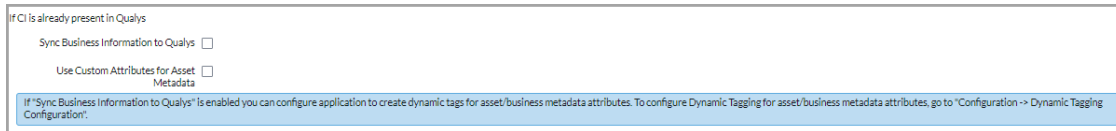
The 'Asset Scope' form contains a 'Table' dropdown menu currently set to 'Computer [cmdb_ci_computer]'. Below this is a 'Query' section with two buttons: 'Add Filter Condition' and 'Add "OR" Clause'. Under these buttons are three input fields: a dropdown menu labeled '-- choose field --', a text field labeled '-- oper --', and another text field labeled '-- value --'.

The **Table** and **Query** components allow you to select the asset metadata table as per your requirement.

Filter the query by choosing from the default fields to sync asset metadata to Qualys.

If CI is already present in Qualys

Configuration Item (CI) includes the base configuration for all the assets in the CMDB table.



This configuration form is titled 'If CI is already present in Qualys'. It contains two checkboxes: 'Sync Business Information to Qualys' and 'Use Custom Attributes for Asset Metadata', both of which are currently unchecked. A blue informational banner at the bottom states: 'If "Sync Business Information to Qualys" is enabled you can configure application to create dynamic tags for asset/business metadata attributes. To configure Dynamic Tagging for asset/business metadata attributes, go to "Configuration -> Dynamic Tagging Configuration".'

You can sync business information along with asset metadata to Qualys then enable the **Sync Business Information to Qualys** checkbox.

Note: If you do not enable the checkbox then the asset metadata will not get synced. Only the asset with new IP addresses will get synced to Qualys.

Asset Metadata Attributes: Unlock the **Asset Metadata Attributes** option by clicking the unlock button  > Click **Add/Remove multiple** option.



The 'Asset Metadata Attributes' form shows a list of attributes: company, created, department, environment, ip_address, last_updated, location, managed_by, owned_by, and status. To the right of the list is a vertical toolbar with icons for adding, removing, and locking attributes. A red arrow points to the 'Add/Remove multiple' icon (a square with a plus sign). Another red arrow points to the 'lock' icon (a padlock). At the bottom right of the list is a search icon.

A new pop-up window appears, and you can select the attributes from the list. Use **Add Filter** and **Run Filter** options to isolate the records > click **Save** > Click the lock button to lock your selected attributes.

The 'Edit Members' dialog box contains the following elements:

- Buttons: 'Add Filter', 'Run filter' (with a help icon), 'Cancel', and 'Save'.
- Filtering section: '-- choose field --', '-- oper --', and '-- value --' dropdowns.
- Collection list: A search bar and a list containing 'businessApp.Name'.
- List of attributes: A scrollable list containing 'company', 'created', 'department', 'environment', 'ip_address', 'last_updated', 'location', 'managed_by', 'owned_by', 'status', 'supported_by', and 'support_group'.
- Navigation: '>' and '<' buttons between the Collection and List.

All of the selected attributes from the list can sync asset metadata from ServiceNow to Qualys.

[Appendix](#) to view the mapping of the fields for asset and business application metadata.

Business Application Table: All of the selected table for business applications or services can get synced from ServiceNow to Qualys.

- **Business applications:** Use to sync the CMDB configuration item application data.

	Name	Description	Business process	Application type	Architecture type	Install type	Status	Technology stack	User base
<input type="checkbox"/>	KnowBe4	KnowBe4	(empty)				In Production		

- **CSDM:** Use to sync the Business application data which are linked to services of CMDB configuration item.

The configuration window shows the following settings:

- Sync Business Information to Qualys: ☒
- Asset Metadata Attributes: company, created, department, environment, ip_address, last_updated, location, managed_by, owned_by, status, supported_by, support_group
- Business Application Table: CSDM - Business Applications (cmdb_ci_business_app)
- Business Application Attributes: Services (cmdb_ci_service), Business Applications (cmdb_ci_business_app)
- If *Sync Business Information to Qualys*: CSDM - Business Applications (cmdb_ci_business_app)

- **Services:** Use to sync the CMDB configuration item services data.

	Name	Business criticality	Environment	Managed by	Support group	Supported by	Owned by	Location
	=Campaign Management	Search	Search	Search	Search	Search	Search	Search
	Campaign Management	2 - somewhat critical	Development	Patty Esposito	Application Security	Victor Johansson	Sean Adams	San Diego

Business Application Attributes: Unlock the **Business Application Attributes** option by clicking the unlock button > Click **Add/Remove multiple** option.

A new pop-up window appears, and you can select the attributes from the list. Use **Add Filter** and **Run Filter** options to isolate the records > click **Save** > Click the lock button to lock your selected attributes.

All of the selected attributes for the business applications or services can get synced from ServiceNow to Qualys.

Note: For Business Metadata sync, if CI is present in Qualys, then it must be synced into ServiceNow and transformed to CMDB tables at least once. That CI will be associated with a Qualys Asset ID, and it will be used to sync Business Metadata from ServiceNow to Qualys.

Note: For Asset Metadata and Business Applications, 'created' and 'last updated' fields are mandatory for asset metadata sync and should not be removed; if these fields are removed, API calls to sync data will fail.

Use Custom Attributes for Asset Metadata

A custom attribute is a piece of information about the asset you wish to discover in the Qualys CSAM Inventory. You can specify any custom attributes from a list or fetch them with your script. The value is visible in **Asset System information > Custom attributes**. You can further filter assets or perform operations based on the custom attributes

- 1) SET: When **Use Custom Attributes for Asset Metadata** value is 'SET', the application deletes previously created custom attribute and will SET new attribute
- 2) ADD : When **Use Custom Attributes for Asset Metadata** value is 'ADD', the application adds a new attribute.

How to Add a Custom Attribute

- 1) Click **New** on the Custom Attributes section. A new record screen opens up. The **source table** field is auto-populated with the asset scope table configured when selecting the **ServiceNow to Qualys** schedule.
- 2) Provide the **Target key**. The **Target key** is the custom attribute key displayed on the Qualys Portal once the custom attribute is synced from ServiceNow to Qualys.
- 3) Select the **Source Type** as Source Field to sync the value in the source table field below or select Script to sync the output of the custom script.
 - a) For **Source Field**, select from the list of available source types, and the selected value is synced with Qualys Asset Inventory.
 - b) For **Script**, provide the script to fetch the attribute data from a desired table.
- 4) Click **Submit** to create your Custom Attribute.

If CI is NOT present in Qualys

If CI configuration does not exist in the Qualys configuration environment then you will get only IPs from ServiceNow to Qualys.

If CI is NOT present in Qualys

* Tracking method

NETBIOS

Only NETWORK_RANGE tags are available.

Assign Tag/Group

Dynamic Asset Group

For Dynamic Asset Tag, will be evaluated to app

Dynamic Asset Group

Dynamic Asset Tag

Static Asset Group

Static Asset Tag

Asset Group Name

Show available fields/columns

Enable VM? ☒

This needs to be enabled else synced assets wont be scanned by Qualys.

Enable PC? ☒

Tracking Method - Choose the tracking method from IP, DNS, or NETBIOS for assets when syncing from ServiceNow to Qualys.

Assign Tag/Group (Optional) - We modified this functionality by adding a dropdown that includes Dynamic Asset Group, Dynamic Asset Tag, Static Asset Group, and Static Asset Tag.

When you select Dynamic Asset Group from the dropdown, an empty text box appears, which you can use to create the asset group on the runtime to sync the assets or CI with the Qualys.

When you select the Dynamic Asset Tag, an empty text box appears, which you can use to create a dynamic asset tag on the runtime to sync the assets or CI with the Qualys.

- To create the dynamic asset group name or tag name, a plain string and attributes name can be used. The attribute name can be used in format \${attribute name} e.g., \${environment}

You can use the **Show available fields/columns** option to add the attributes from the target table. It is a read-only list of available attributes from the target table, where you can copy the available attributes and paste them into the dynamic group or tag name field using the format \${attribute_name}

- If the dynamic tag name or group name is already present in staging tables, i.e., x_qual5_itam_nwapp_qualys_asset_groups or x_qual5_itam_nwapp_qualys_asset_tags - in that case, the Service graph connector will not initiate to create a call for another duplicate group or tag name. Instead, it will fetch and use the tag id or group id of the existing tag/group from staging tables.

When you select Static Asset Group, an empty text box appears, which you can use to search and enter the existing qualys asset group. Click the **Search** button to select the qualys asset group from the list.

When you select Static Asset Tag, an empty text box appears, which you can use to search and enter the existing qualys asset tag. Click the Search button to select the qualys asset tag from the list.

A Static Asset Tag or Static Asset Group. The "Static Asset Tag" or "Static Asset Group" box will assign that tag in Qualys Cloud Platform to any assets synced from ServiceNow.

Note: The Asset Tags that belong to only the NETWORK_RANGE type are populated. All other asset tags are ignored.

We also highly recommend adding filter conditions (at minimum IP Address) to assets to be synced. When selecting a TABLE, ensure that the table has a column with the "ip_address" name; otherwise, the ServiceNow > Qualys sync may not function.

VM (Vulnerability Management) is optional but disabled by default to scan the assets you sync. We recommend that you enable this option. It is optional to enable PC (Policy Compliance).

Once you configure your selections, click **Submit** to create the schedule.

Note: The Meta Info fields and few other blank fields such as Last Run Timestamp are populated with information only after the schedule is executed.

Note: If both VM and PC options are disabled, the Add IP flow will not work.

Enable Asset Identification Service

Asset Identification service discovers unmanaged assets based on the identification rules of the ServiceNow connector. An Unmanaged asset is the externally exposed asset that is unknown to you. As Qualys VMDR does not scan these assets, they are classified as unmanaged assets.

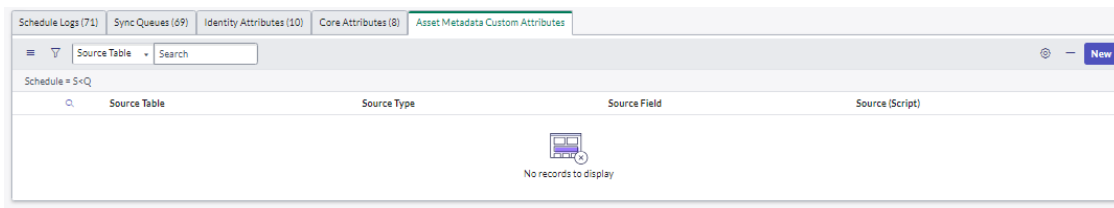
ServiceNow Configuration

To enable Asset Identification service for Unmanaged/Managed Asset, set the **Enable AIS (Beta) - Asset Identification Service to sync managed and unmanaged Asset to Qualys** sync option to true on the **Properties** page.

1. Next, go to **Schedule** and click **New**.
2. Create a ServiceNow to Qualys Schedule.
3. Add **Configuration** in schedule.
4. Check option **Enable Asset Identification Service** to sync asset through **Asset Identification Service**.
5. Add **Connector UUID** - Provide the unique identifier of the Qualys ServiceNow Connector.

Add a Custom Attribute

1. In Asset Metadata Custom Attributes related list, click **New**. A new record screen opens up. The source table field is auto-populated with the asset scope table configured when selecting the **ServiceNow to Qualys schedule**.



2. Provide the **Target Key**. The target key is the custom attribute key displayed on the Qualys Portal once the custom attribute is synced from ServiceNow to Qualys.

3) Select the **Source Type** as **Source Field** to sync the value in the source table field below or select **Script** to sync the output of the custom script.

a. For Source Field, select from the list of available source types, and the selected value is synced with Qualys Asset Inventory.

Asset Metadata Custom Attributes
New record

Schedule: S-HQ

Target Key: [text input]

Source Type: Source Field

Source Field: discovery_source

Submit

- Source Table - The source table same as the Asset Scope table configured in the ServiceNow to Qualys schedule.
- Target Key - Target Key in the Custom Attribute Key to be displayed on the Qualys Portal once the custom attribute is synced from ServiceNow to Qualys.
- Source Type - Select the Source Type as Source Field for syncing the source table field value or select the script to sync the output of the script.
- Source Field - It will display all the fields from the Source table and select one field. The value of the Selected Field will be synced to Qualys.
- Source Script - Provide the script, and the output of the script will be synced to Qualys. Ensure that the script is returning the string value with double quotes.

b. For Script, provide the script to fetch the attribute data from a desired table.

Asset Metadata Custom Attributes
New record

Schedule: S-HQ

Target Key: [text input]

Source Type: Script

Source Script: [code editor with sample script]

Submit

- Source Table - The source table same as the Asset Scope table configured in the ServiceNow to Qualys schedule.
- Target Key - Target Key in the Custom Attribute Key to be displayed on the Qualys Portal once the custom attribute is synced from ServiceNow to Qualys.
- Source Type - Select the Source Type as Source Field for syncing the source table field value or select the script to sync the output of the script.
- Source Field - It will display all the fields from the Source table and select one field. The value of the Selected Field will be synced to Qualys.
- Source Script - Provide the script, and the output of the script will be synced to Qualys. Ensure that the script is returning the string value with double quotes.

4) Click **Submit** to create your **Custom Attribute**.

Run Schedules

Navigate to **Schedules > ServiceNow to Qualys** to run your schedule. Click **Execute Now** from the top right.

Schedules
S-HQ

To sync from ServiceNow to Qualys, you need Qualys account with Manager role.

Name: ServiceNow To Qualys

Action: [dropdown]

API Source: [dropdown]

Sync Direction: ServiceNow to Qualys

Run: On Demand

Last Run Timestamp: 2023-10-25 09:24:34

Meta Info

Asset Scope

Table: Computer[smdb_ci_computer]

Query: [text input]

Add Filter Condition Add OR Clause

Navigate to the bottom of the screen to view the **Sync Queues** tab, which lists your current execution status. If the execution succeeds, you can see the changes on the Asset Inventory.

Dynamic Asset Tagging Configuration

We've added a new dynamic asset tagging configuration feature that allows you to automatically create and maintain tags based on CMDB business information (Status, Organization, Environment, Business Criticality, Business Application Attributes) and use them across all Qualys solutions/apps for VMDR prioritization, asset scoping, and organizing vulnerability scans and reports.

Dynamic Tagging Configuration
Created 2021-08-12 06:09:17

Enable Dynamic Tagging ☒

You can either select the existing tag as a parent tag for creating dynamic tags for the business metadata. If a parent tag doesn't exist in the Qualys Subscription, the application will create a new static tag with the same name.

Use Parent Tag ☒

* Parent Tag Creation
Parent Tag: Create New Tag (dropdown)
* Enter Parent Tag Name: gw_test (input field)

Save

Attribute List for Taggings Search: Attribute Attribute Name Search

Tagging Configuration record = d4c6a7a31b713090af808773604bcb6e

	Attribute Name	Active	Parent Tag Name	Selected Parent Tag	Tag Prefix Value	Sample Tag Name
<input type="checkbox"/>	department	true		(empty)		
<input type="checkbox"/>	status	true		(empty)		
<input type="checkbox"/>	environment	true		(empty)		
<input type="checkbox"/>	support_group	true		(empty)		
<input type="checkbox"/>	company	true		(empty)		
<input type="checkbox"/>	businessApp.Name	true		(empty)		

Actions on selected rows... 1 to 6 of 6

Enter required details to configure the dynamic asset tagging:

Enable Dynamic Tagging - Select the checkbox to enable the dynamic tagging configuration.

Once you enable the dynamic tagging configuration, a new option, Use Parent Tag will appear, and it will help you to set the Parent Tag.

Use Parent Tag - Select the checkbox to enable the options to create or use any existing tag.

Note: If you don't enable the parent tag, then the dynamic tag will be created without any hierarchy.

Parent Tag Creation - Use this option to create a new tag or select any existing tag.

Enter Parent Tag Name - Use this option to provide and set the name of your parent tag.

The Select Tag will appear on the page if you select the “Use Existing Tag” option from the Parent Tag Creation field. It will make it easier for you to choose the appropriate tag.

Select Tag - Use this option to select an existing tag. Select any existing tag from the Asset Tag List by using the Search button.

Note: You can select the existing tag as a parent tag to create dynamic tags for the business metadata. If a parent tag doesn't exist in the Qualys Subscription, the application will create a new static tag with the same name.

Save - Click save to save your parent tag configuration.

Note: If you don't want to tag to be created for any attribute, then make that attribute active false.

Once the tags for the attributes have created, the business metadata will get synced.

When the business metadata get synced, Qualys automatically generates the tags for the asset's attributes in the backend.

You can select or deselect attributes from the attribute list to create the tag according to your preferences.

Note: Before syncing the Asset Metadata, you need to configure the Dynamic Asset Tagging configuration. These steps are essential to apply Dynamic tagging automatically to your assets after syncing the Asset Metadata to Qualys.

Perform following steps to configure **Dynamic Asset Tagging configuration**:

1. Go to dynamic tagging configuration and enable it.
2. Then create the schedule ServiceNow to Qualys and configure asset metadata configuration in the schedule.
3. Save schedule
4. Execute schedule

Attribute List for Tagging

In the attribute list for tagging section, you can create and add the parent tag.

Attribute - This field shows the attribute name and will be similar to the parent tag name e.g. 'Department'

Active - Select the checkbox to activate the dynamic tag for the by default selected attribute.

Use Parent Tag - Select the checkbox to appear the new options on the page - It will help you to create a new tag or select any existing parent tag.

Parent Tag type - Use this option to create a new tag or select any existing parent tag.

Selected Parent Tag - Use this option to select any existing parent tag. Use the Search button to find and select any existing parent tag from the Asset Tag List.

The screenshot shows the 'Attribute List for Tagging' interface. The 'Attribute' field is set to 'department'. The 'Active' checkbox is checked. A blue informational banner states: 'Create Parent Tag in the hierarchy to create the dynamic tag for the selected attribute. The parent Tag name will be similar to the attribute name for e.g. 'Department''. Below this, the 'Use Parent Tag' checkbox is checked. The 'Parent Tag Type' dropdown is set to 'Create New Tag'. The 'Parent Tag Name' text box contains 'gw_test'. The 'Tag Prefix' checkbox is unchecked. The 'Sample Tag Name' field displays '- gw_test' and '- Finance'. An 'Update' button is at the bottom left.

The Parent Tag Name will appear on the page if you select the “Create New Tag” option from the Parent Tag Type field. It will make it easier for you to give the appropriate name to your tag.

Parent Tag Name - Use this option to provide and set the name of your parent tag.

This screenshot shows the same interface as the previous one, but with additional fields. The 'Tag Prefix' checkbox is now checked and highlighted with a red box. Below it, the 'Tag Prefix Value' text box is visible and contains the number '1', also highlighted with a red box. The 'Sample Tag Name' field now displays '- gw_test' and '- Finance' with a slight change in formatting. The 'Update' button remains at the bottom left.

Once you enable the Tag Prefix checkbox then Tag Prefix Value text-box will appear on the page.

Tag Prefix - Select the checkbox and enable the tag prefix to add a prefix to your tag.

Tag Prefix Value - Use this field to enter your tag prefix value.

The prefix will be appended to that specific attribute tag once you enter it.

Sample Tag Name - This text box displays the details of your attribute tag.

Update - Click update to update your newly created parent tag attribute configuration.

Business Criticality Mapping

The mapping of business capabilities is an important step in calculating the Qualys Asset Criticality Score from App/Services Business Criticality. The business criticality mappings provide a connection between the Business Applications Criticality and the Qualys Criticality.

<div><div><div></div><div></div><div>All</div></div><div><div></div><div></div><div>Business Application Table</div></div><div><div></div><div>Qualys Asset Criticality Score</div></div><div><div></div><div>Source Criticality</div></div></div>			7 total Business Criticality Mappings	
Business Application Table: Business Applications (cmdb_ci_business_app) (3)				
<input type="checkbox"/>	<div></div> Business Applications (cmdb_ci_business_...	5	High	
<input type="checkbox"/>	<div></div> Business Applications (cmdb_ci_business_...	2	Low	
<input type="checkbox"/>	<div></div> Business Applications (cmdb_ci_business_...	3	Medium	
Business Application Table: Services (cmdb_ci_service) (4)				
<input type="checkbox"/>	<div></div> Services (cmdb_ci_service)	5	1 - most critical	
<input type="checkbox"/>	<div></div> Services (cmdb_ci_service)	2	4 - not critical	
<input type="checkbox"/>	<div></div> Services (cmdb_ci_service)	3	3 - less critical	
<input type="checkbox"/>	<div></div> Services (cmdb_ci_service)	4	2 - somewhat critical	

The business criticality mapping will be used while creating the tags for the asset criticality score. Asset criticality will be mapped to Business Name tags only.

For business applications records, we currently support two tables (Business Applications and Services). The criticality score field in both of these tables has a different value. Each application has a level of criticality, which must be synced to Qualys. You can see the Source Criticality (Low, Medium, High, etc.) and its Qualys Severity Values in numbers. You can add new mapping or update existing once as required.

Note: Except for the business app.name, we do not create all the tags with criticality scores.

Update Properties

The Asset Sync Properties have pre-populated values. However, you can always change the values to suit your needs. To view the existing properties or update the values, go to **Qualys CMDB Sync Service Graph Connector App > Configuration > Properties**.

Qualys CMDB Sync Service Graph Connector Properties

Download Processing Batch Size - This property will defines the limit of sync queue to be picked by download processor to process. ⓘ

10

Size of Auto Approval batch - This property defines the 'limit' for Auto Approval job to pick assets from qualys assets table. ⓘ

10

Size of Download batch - This property defines the limit for API calls in download type sync queue. ⓘ

10

Size of Upload batch - This property defines the batch size for sync queue. Upload processor will pick up only these many records from queue at a time. ⓘ

10

Max Transaction Lifetime (in minutes) - Stop transaction after these many minutes. ⓘ

10

API Timeout Setting (in milliseconds) - This property defines the API request timeout period in milliseconds (1 minute=60000 milliseconds) ⓘ

300000

Software catalog API page size - This property defines the no. of software records to pull from one API call. ⓘ

500

Certificate API page size - This property defines the no. of certificates to pull from one API call. ⓘ

300

Enable Custom Attribute - Sync custom asset metadata attributes for MANAGED asset to Qualys. ⓘ

False

Enable AIS (Beta) - Asset Identification Service to sync managed and unmanaged Asset to Qualys. ⓘ

False

Save

Let's take a look at how each property functions.

Size of Auto Approval batch - It defines the Number of assets to be approved in one scheduled job and the limit for the Auto approval job to pick assets from the qualys assets table.

Download Processing Batch Size - It defines the limit of sync queue to be picked by download processor to process.

Size of Download batch - Configure two properties using this setting:

- The maximum number of assets to be fetched in a single API request call made by the scheduler.
- The maximum number of records to be fetched and processed at one go from the queue by the download processor.

Size of Upload batch - Maximum number of records to be picked by the upload processor from the queue to be uploaded to Qualys.

Max Transaction Lifetime (in minutes) - The Qualys App has time restrictions on schedule run time. Although by default the time restriction is set to 10 minutes, you can change the time restriction to any time between 10 and 60 minutes. If you configure the schedule time to 20 minutes, the schedule is stopped after 20 minutes. In such a case, next scheduled run will resume from where the earlier run was stopped.

API Timeout Setting (in milliseconds) - The wait time (in milliseconds) for the response to the API request.

Software catalog API page size - This property defines the number of software records to pull from one API call.

Certificate API page size - It defines the number of certificates to pull from one API call.

Use Custom Attributes for Asset Metadata -

- To enable **Use Custom Attributes for Asset Metadata** option, select 'True' and save page.
- To disable **Use Custom Attributes for Asset Metadata** option, select 'False' and save page.

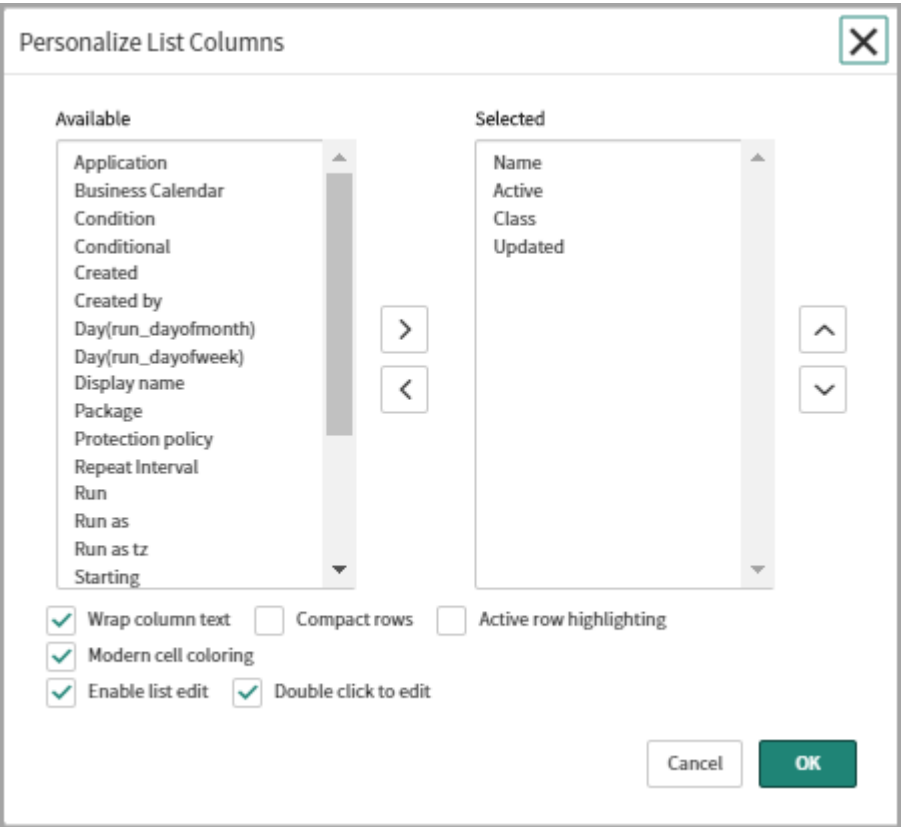
Enable AIS (Beta) - Asset Identification Service to sync managed and unmanaged Asset to Qualys.

- To enable **Use Asset Identification Service** to sync managed and unmanaged Asset to Qualys option, select 'True' and save page.
- To disable **Asset Identification Service** to sync managed and unmanaged Asset to Qualys option, select 'False' and save page.

Customize Data List Columns

We display few columns in the data lists. You can customize which columns appear and change the column sequence. We'll show you an example for adding the column "Qualys Asset Group" to data lists.

1) Click the  icon in the main pane. The Personalize List Columns pop-up appears.

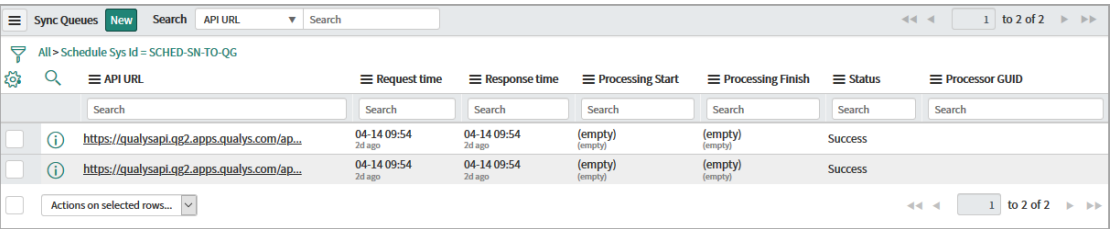


2) The Available list includes columns that are currently hidden. From this list, select the column you want to display. For example, double-click the column “Qualys Asset Group” and you’ll see it moved to the Selected list.

3) Enable or disable other settings like Wrap column text, double click to edit, and so on.

4) Click OK.

You’ll start seeing the Qualys Asset Group column. We display values in this column when the tag is present in the XML. If for some interfaces, the Qualys Asset Group is not available (XML does not contain it OR it’s empty), the value in the column will be empty.

A screenshot of the 'Sync Queues' interface. At the top, there's a header with 'Sync Queues', a 'New' button, a search bar, and a dropdown for 'API URL'. Below this is a filter bar with 'All > Schedule Sys Id = SCHED-SN-TO-QG'. The main area is a table with columns: 'Request time', 'Response time', 'Processing Start', 'Processing Finish', 'Status', and 'Processor GUID'. There are two rows of data, both showing 'Success' status. At the bottom, there's a section for 'Actions on selected rows...' with a dropdown menu.

		Request time	Response time	Processing Start	Processing Finish	Status	Processor GUID
<input type="checkbox"/>	https://qualysapi.qg2.apps.qualys.com/ap...	04-14 09:54 2d ago	04-14 09:54 2d ago	(empty) (empty)	(empty) (empty)	Success	
<input type="checkbox"/>	https://qualysapi.qg2.apps.qualys.com/ap...	04-14 09:54 2d ago	04-14 09:54 2d ago	(empty) (empty)	(empty) (empty)	Success	

Syncing

Start syncing your asset information between Qualys and ServiceNow CMDB.

In Summary

[Sync Queue](#): This is where you'll see all jobs involved during the flow of assets between Qualys and ServiceNow.

[Approve Qualys Assets](#): This is where you'll see assets that need manual approval when auto-approval is not enabled.

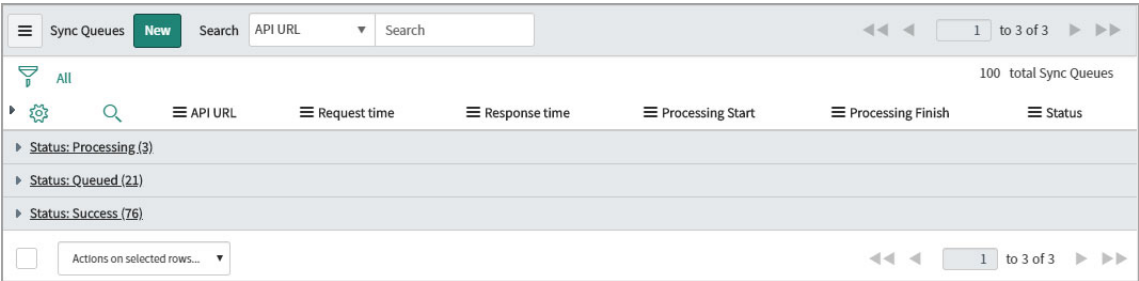
[Failed Qualys Assets](#): This is where you'll see assets that failed to get transformed.

Sync Queue

The Sync Queue lists jobs of two types: Upload and Download. The Type column indicates the direction of the flow of assets.

Download: Qualys to ServiceNow

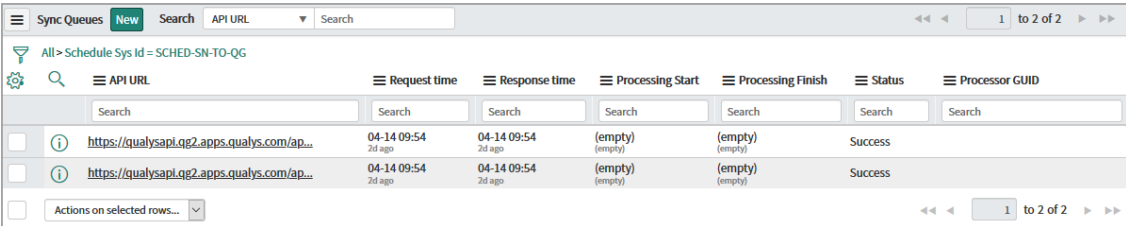
This shows the list of jobs run from Qualys to ServiceNow assets. The status indicates whether the application was able to parse the XML response successfully. The XML that was transferred is also available here (usually attached as response.xml).



The screenshot shows the 'Sync Queues' page with a 'New' button and a search bar. Below the search bar, there are filters for 'All' and a count of '100 total Sync Queues'. The main table has columns for 'API URL', 'Request time', 'Response time', 'Processing Start', 'Processing Finish', and 'Status'. The table is filtered by 'Status: Processing (3)', 'Status: Queued (21)', and 'Status: Success (76)'. There is a checkbox for 'Actions on selected rows...' and pagination controls showing '1 to 3 of 3'.

Upload: ServiceNow to Qualys

This is the list of assets to be synced from ServiceNow to Qualys Cloud Platform. Defining IP along with Asset Tag or Asset Group in Schedules will add two entries for an asset during upload: one for IP address and one for Asset Tag or Asset Group.

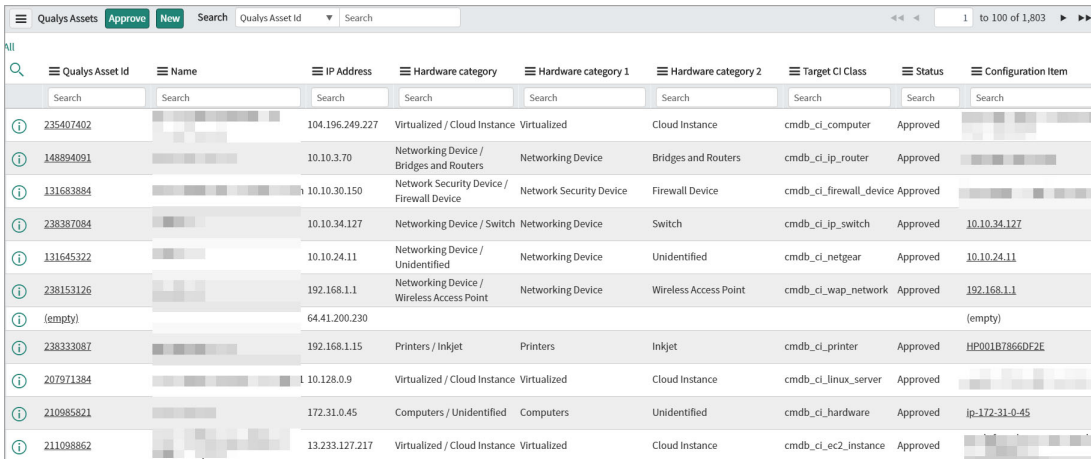


The screenshot shows the 'Sync Queues' page with a 'New' button and a search bar. Below the search bar, there are filters for 'All > Schedule Sys Id = SCHED-SN-TO-QG'. The main table has columns for 'API URL', 'Request time', 'Response time', 'Processing Start', 'Processing Finish', 'Status', and 'Processor GUID'. The table shows two rows of data, both with a status of 'Success'. There is a checkbox for 'Actions on selected rows...' and pagination controls showing '1 to 2 of 2'.

	API URL	Request time	Response time	Processing Start	Processing Finish	Status	Processor GUID
<input type="checkbox"/>	https://qualysapi.qg2.apps.qualys.com/ap...	04-14 09:54 2d ago	04-14 09:54 2d ago	(empty) (empty)	(empty) (empty)	Success	
<input type="checkbox"/>	https://qualysapi.qg2.apps.qualys.com/ap...	04-14 09:54 2d ago	04-14 09:54 2d ago	(empty) (empty)	(empty) (empty)	Success	

Approve Qualys Assets

Assets imported from Qualys to ServiceNow will appear here for approval after successful processing in Sync Queue. If processing fails for any record in Sync Queue (status = Error), none of the host assets in that XML will be visible here. You'll need to approve each asset individually or one screen at a time. You will overwrite data in your CMDB when you approve the asset.



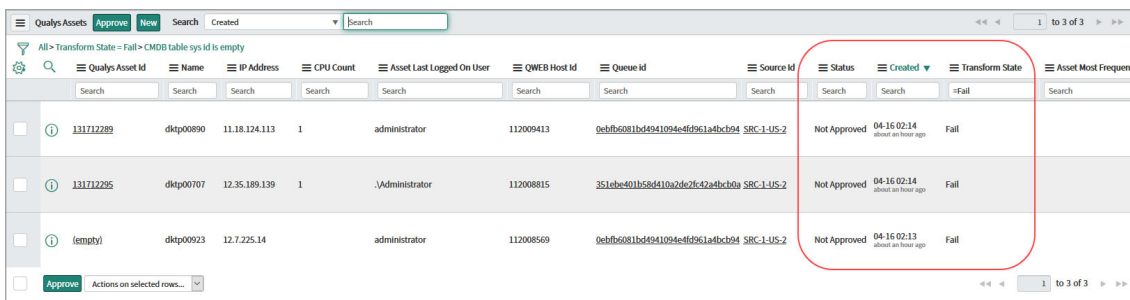
Qualys Asset Id	Name	IP Address	Hardware category	Hardware category 1	Hardware category 2	Target CI Class	Status	Configuration Item
235407402		104.196.249.227	Virtualized / Cloud Instance	Virtualized	Cloud Instance	cmdb_ci_computer	Approved	
148894091		10.10.3.70	Networking Device / Bridges and Routers	Networking Device	Bridges and Routers	cmdb_ci_ip_router	Approved	
131683884		10.10.30.150	Network Security Device / Firewall Device	Network Security Device	Firewall Device	cmdb_ci_firewall_device	Approved	
238387084		10.10.34.127	Networking Device / Switch	Networking Device	Switch	cmdb_ci_ip_switch	Approved	10.10.34.127
131645322		10.10.24.11	Networking Device / Unidentified	Networking Device	Unidentified	cmdb_ci_netgear	Approved	10.10.24.11
238153126		192.168.1.1	Networking Device / Wireless Access Point	Networking Device	Wireless Access Point	cmdb_ci_wap_network	Approved	192.168.1.1
(empty)		64.41.200.230				(empty)		
238333087		192.168.1.15	Printers / Inkjet	Printers	Inkjet	cmdb_ci_printer	Approved	HP001B7866DF2F
207971384		1 10.128.0.9	Virtualized / Cloud Instance	Virtualized	Cloud Instance	cmdb_ci_linux_server	Approved	
210985821		172.31.0.45	Computers / Unidentified	Computers	Unidentified	cmdb_ci_hardware	Approved	ip:172-31-0-45
211098862		13.233.127.217	Virtualized / Cloud Instance	Virtualized	Cloud Instance	cmdb_ci_ec2_instance	Approved	

Save time by using auto-approval

Enabling auto-approval of assets saves you effort and time because you won't have to manually approve each asset. If you enable auto-approval, none of the assets are displayed in the Approve Qualys Assets list.

Failed Qualys Assets

All of the assets imported from Qualys to ServiceNow that fail to get transformed are listed in the Failed Qualys Assets list. The transformation from Qualys to ServiceNow could fail due to criteria not being matched. For example, if you define the method to add data as "Identification Engine" and there is no identifier in the app.



Qualys Asset Id	Name	IP Address	CPU Count	Asset Last Logged On User	QWEB Host Id	Queue Id	Source Id	Status	Created	Transform State	Asset Most Frequent
131712289	dktp0890	11.18.124.113	1	administrator	112009413	0ebfb6081bd4941094e4f961a8bcb94	SRC-1-US-2	Not Approved	04-16 02:14 about an hour ago	Fail	
131712295	dktp00707	12.35.189.139	1	.Administrator	112008815	351ebcd401b58d410a2dc2f6c42afcb0a	SRC-1-US-2	Not Approved	04-16 02:14 about an hour ago	Fail	
(empty)	dktp00923	12.7.225.14		administrator	112008569	0ebfb6081bd4941094e4f961a8bcb94	SRC-1-US-2	Not Approved	04-16 02:13 about an hour ago	Fail	

Support for Cloud Meta data

We currently support three cloud providers: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP). All your cloud assets imported from Qualys to ServiceNow appear in Asset Details related tables for approval after successful processing in Sync Queue. Let us view few examples.

AWS

Created 2020-06-04 19:47:37

UpdateDelete

ProviderAWS

Instance IDi-0acd516cadfaadb6b

Private IP Address172.31.0.42

TagsName: testAW, purpose: testforAW

Hostname

MAC Address

Public IP Address13.234.32.13

AWSAZUREGCP

Image IDami-03b5297d565ef3ba6

Instance StateRUNNING

Region Codeap-south-1

Kernel ID

Has Agentfalse

Private DNSip-172-31-0-42-ap-south-1.compute.internal

Spot Instancefalse

VPC IDvpc-010083cf3502716fd

Account ID636123215182

Availability Zoneap-south-1a

Instance Typet2.micro

Region NameAsia Pacific (Mumbai)

Launch Date2020-03-23

Is Qualys Scannerfalse

Public DNSec2-13-234-32-13-ap-south-1.compute.amazonaws.com

Subnet IDsubnet-0f654977356183dc

UpdateDelete

AWS: Staging Cloud Metadata

Staging Open Ports (4)Staging Network Interfaces (1)Staging Volumes (4)Staging Software Instances (328)Staging Cloud Metadata (1)														
Staging Cloud Metadata														
Qualys Asset = ip-172-31-37-33.us-east-2.compute.internal > Provider = AWS														
	Provider	Instance ID	Account ID	Instance State	Availability Zone	Region Code	Instance Type	Kernel ID	Region Name	Has Agent	Launch Date	Private DNS	Is Qualys Scanner	Spot Instance
<input type="checkbox"/>	AWS	i-03fb1b644bdc54b2d	883273722338	RUNNING	us-east-2c	us-east-2	t2.micro	345GSGR3234	US East (Ohio)	true	2019-05-02	ip-172-31-37-33.us-east-2.compute.internal	false	false
Actions on selected rows...														

Microsoft Azure

Created 2020-06-04 19:47:37

UpdateDelete

ProviderAZURE

Instance ID

Private IP Address10.0.1.11

TagsOS:Windows 10

Hostname

MAC Address00-22-48-00-22-38

Public IP Address51.140.255.143

AWSAZUREGCP

Virtual Machine NameTAM-Demo-VM-06

Virtual Machine SizeStandard_A2_v2

Virtual Machine SubnetTAM-Demo-Subnet-UKWest

Image PublisherMicrosoftWindowsDesktop

Image OfferWindows-10

OS PlatformWindows

Virtual Machine IDb5cb03f1-cbcb-427f-8957-20ae4385519

Virtual Machine StateRUNNING

Subscription ID30293558-9706-4c17-863a-016e35462650

Image Versionlatest

Locationukwest

Resource Group NameTAM-Demo-RG-EMEA

UpdateDelete

Microsoft Azure: Staging Cloud Metadata

Staging Open Ports (16)Staging Network Interfaces (2)Staging Volumes (4)Staging Software Instances (78)Staging Cloud Metadata (1)

Staging Cloud MetadataNewSearchProviderSearch

Qualys Asset - WINHQAZIOC10

ProviderInstance IDAccount IDHostnameAvailability ZoneImage IDProject IDPrivate IP AddressPublic IP AddressVirtual Machine IDLaunch Date

AZURE

10.0.1.11

51.140.255.143

b5cb03f1-cbcb-427f-8957-20ae4385519

Actions on selected rows...

1to 1 of 1

GCP

< ☰ Created 2020-06-04 19:47:36

Provider

GCP

Instance ID

2192482258772071952

Private IP Address

10.0.0.8

Tags

Hostname

demo-gcp-ue1-centos-7-private.c.gcp-qualys-demo.internal

MAC Address

42:01:0a:00:00:08

Public IP Address

AWS | AZURE | GCP

Project ID

gcp-qualys-demo

Machine Type

custom-1-1024

Zone

us-east1-d

Project Number

579051502736

Network

demo-gcp-vpc-networks-us

State

RUNNING

Update

Delete

GCP: Staging Cloud Metadata

Staging Open Ports (4) Staging Network Interfaces (1) Staging Volumes (4) Staging Software Instances (357) Staging Cloud Metadata (1)									
☰ Staging Cloud Metadata New Search Provider Search << 1 to 1 of 1 >>									
Qualys Asset = demo-gcp-ue1-centos-7-private									
☰	🔍	☰ Provider	☰ Instance ID	☰ Account ID	☰ Hostname	☰ Availability Zone	☰ Image ID	☰ Project ID	☰ Private IP Address
☐	ℹ	GCP	2192482258772071952		demo-gcp-ue1-centos-7-private.c.gcp-qual...			gcp-qualys-demo	10.0.0.8

Advanced Configuration

The Advanced Configuration tells you about various pre-defined configurations and steps to customize them to your need.

In Summary

[App Scheduled Jobs](#) - List of all scheduled jobs. Update or change the frequency of scheduled jobs as per your needs.

[Transform Maps](#) - Use transform mapping to map source and destination fields dynamically. Use predefined Transform Maps.

[Computer - CI Class Mappings](#) - Provides pre-defined class mappings to identify source assets.

[Qualys Category - Hardware Device CI Mappings](#) - Provide pre-defined class mappings for hardware related fields.

[Application Log](#) - All log entries related to the important activities in Qualys App.

App Scheduled Jobs

All of the App Scheduled Jobs are listed under Advanced > App Scheduled Jobs.

Scheduled Jobs				
<div> <div>New</div> <div>Search</div> <div>Name</div> <div>Search</div> </div>				
All > Application = Qualys CMDB Sync Service Graph Connector > Class = Scheduled Script Execution				
	Name	Active	Class	Updated
<input type="checkbox"/>	Auto Approval Processor	true	Scheduled Script Execution	2022-11-09 01:03:02
<input type="checkbox"/>	Auto Approval Processor2	true	Scheduled Script Execution	2022-11-09 01:03:08
<input type="checkbox"/>	Download Processor	true	Scheduled Script Execution	2021-12-12 19:27:21
<input type="checkbox"/>	Download Processor 2	true	Scheduled Script Execution	2021-12-12 19:27:54
<input type="checkbox"/>	Download Processor 3	true	Scheduled Script Execution	2021-12-12 19:28:12
<input type="checkbox"/>	Fetch Qualys Asset Groups Schedule	true	Scheduled Script Execution	2020-09-02 02:11:51
<input type="checkbox"/>	Fetch Qualys Asset Tags Schedule	true	Scheduled Script Execution	2021-10-05 22:59:43
<input type="checkbox"/>	Qualys Sync Queue Cleanup Job	true	Scheduled Script Execution	2020-09-02 02:12:32
<input type="checkbox"/>	Qualys Terminate Schedule Logs	true	Scheduled Script Execution	2020-09-02 02:12:48
<input type="checkbox"/>	Software Catalog Sync	true	Scheduled Script Execution	2022-11-21 02:29:51
<input type="checkbox"/>	Sync Certificate	true	Scheduled Script Execution	2022-11-23 00:43:36
<input type="checkbox"/>	Uploader	true	Scheduled Script Execution	2022-11-25 01:10:59

We support the following App Scheduled Jobs. The function and frequency of execution of each job is described. However, you can always update or change the frequency of scheduled jobs as per your needs.

Auto Approval Processor - Checks the records to know which schedule does it belong to and processes it further. Only records that have auto-approval enabled are processed by the Auto Approval Processor.

Download Processor - Picks the records of type Download with Queued status from sync queue and parses the XML. The number of records to be picked in a batch is defined by the Size of Download batch setting in Properties section. Currently, we support three download processors that work in parallel to fasten the process.

Fetch Qualys Asset Groups Schedule - By default, this schedule is executed once daily. Once executed, it syncs all of the Asset Groups in Qualys Cloud Platform for use within the App. You may run this more than once a day if you generate Asset Groups in Qualys Cloud Platform frequently.

Fetch Qualys Asset Tags Schedule - By default, this schedule is executed once daily. Once executed, it syncs all of the Asset Tags in Qualys Cloud Platform for use within the App. You may run this more than once a day if you generate Asset Tags in Qualys Cloud Platform frequently.

Qualys Sync Queue Cleanup Job - Clears the Sync Queue records with 'SUCCESS' status (older than 30 days) and records with 'ERROR' status (older than 60 days) on daily schedule.

Qualys Terminate Schedule Logs - Maintains a log of the transactions that are terminated due to exceeding the time required to execute the transaction.

Uploader - Picks the records of type Upload with Queued status from Sync Queue and sends it to Qualys.

Sync Software Catalog - This can sync the software catalog details separately using Qualys software catalog APIs. This help in reducing the payload for asset list API.

Sync Certificate - Syncs the SSL Certificate and its relationship with assets from Qualys to ServiceNow.

Transform Maps

A transform map is a set of field maps that determine the relationships between fields in an import set and fields in an existing ServiceNow table. The transform map is used only for field mapping purposes.

Table Transform Maps Now Search Order Search							
All > Application = Qualys CMDB Sync Service Graph Connector							
	Name	Source table	Target table	Run business rules	Order	Active	Updated
<input type="checkbox"/>	Qualys Asset Inventory Master Software TM	import Software SPKG [x_qual5_itam_nwapp_import_software_spkg]	Software [cmdb_ci_spkg]	false	100	true	2021-12-12 20:54:38
<input type="checkbox"/>	Qualys Asset Inventory IP Address TM	Import IP Address [x_qual5_itam_nwapp_import_ip_address]	IP Address [cmdb_ci_ip_address]	false	100	true	2020-03-23 06:59:59
<input type="checkbox"/>	Qualys Asset Inventory Open Ports TM	Import Open Ports [x_qual5_itam_nwapp_import_open_ports]	Open Ports [x_qual5_itam_nwapp_open_ports]	false	100	true	2020-03-23 06:01:59
<input type="checkbox"/>	Qualys Asset Inventory Serial Numbers TM	Import Serial Numbers [x_qual5_itam_nwapp_import_serial_numbers]	Serial Number [cmdb_serial_number]	false	100	true	2020-03-24 03:21:03
<input type="checkbox"/>	Qualys Asset Inventory Network Adapter TM	Import Network Adapter [x_qual5_itam_nwapp_import_network_adapter]	Network Adapter [cmdb_ci_network_adapter]	false	100	true	2020-03-23 06:05:56
<input type="checkbox"/>	Qualys Asset Inventory Hardware Details	Import Qualys Hardware Details [x_qual5_itam_nwapp_import_qualys_hardware_details]	Additional Hardware Details [x_qual5_itam_nwapp_qualys_hardware_details]	false	100	true	2020-03-29 00:48:27
<input type="checkbox"/>	Qualys Asset Inventory File System TM	Import File System [x_qual5_itam_nwapp_import_file_system]	File System [cmdb_ci_file_system]	false	100	true	2020-03-23 06:01:20
<input type="checkbox"/>	Qualys Asset Inventory Computer TM	Import Computer [x_qual5_itam_nwapp_import_computer]	Computer [cmdb_ci_computer]	false	100	true	2020-03-25 00:16:29
<input type="checkbox"/>	Qualys Asset Inventory OS Details TM	Import Qualys OS Details [x_qual5_itam_nwapp_import_qualys_os_details]	OS Details [x_qual5_itam_nwapp_qualys_os_details]	false	100	true	2020-03-24 04:02:11
<input type="checkbox"/>	Qualys Asset Inventory Software Instance TM	Import Software Instance [x_qual5_itam_nwapp_import_software_instance]	Software Instance [cmdb_software_instance]	false	100	true	2020-03-24 05:21:13
<input type="checkbox"/>	Qualys Asset Inventory Software Details TM	Import Software Details [x_qual5_itam_nwapp_import_software_details]	Additional Software Details [x_qual5_itam_nwapp_qualys_software_details]	false	100	true	2020-03-24 04:11:55
<input type="checkbox"/>	Qualys Asset Inventory Qualys Asset TM	Import Qualys Asset Details [x_qual5_itam_nwapp_import_qualys_asset_details]	Qualys Asset Details [x_qual5_itam_nwapp_qualys_asset_details]	false	100	true	2020-03-28 23:34:48
<input type="checkbox"/>	Qualys Asset Inventory Processors TM	Import Qualys Processors [x_qual5_itam_nwapp_import_qualys_processors]	Processors [x_qual5_itam_nwapp_qualys_processors]	false	100	true	2020-03-24 04:15:37

Use transform mapping to map source and destination fields dynamically. You could easily use the predefined Transform Maps or create one to suit your need.

Qualys Pre-defined Transform Map	Type of Asset Information Affected
Qualys Asset Inventory IP Address Transform Map	IP Address
Qualys Asset Inventory Open Ports Transform Map	Open Ports
Qualys Asset Inventory Serial Numbers Transform Map	Serial Number
Qualys Asset Inventory Network Adapter Transform Map	Network Adapter
Qualys Asset Inventory Hardware Details	Additional Hardware Details
Qualys Asset Inventory File System Transform Map	File System
Qualys Asset Inventory Computer Transform Map	Computer
Qualys Asset Inventory OS Details Transform Map	OS Details
Qualys Asset Inventory Software Instance Transform Map	Software Instance

Qualys Pre-defined Transform Map	Type of Asset Information Affected
Qualys Asset Inventory Software Details Transform Map	Additional Software Details
Qualys Asset Inventory Qualys Asset Transform Map	Qualys Asset Details
Qualys Asset Inventory Processors Transform Map	Processors
Qualys Asset Inventory Master Software TM	Software Package

Learn more

Please refer to the [ServiceNow documentation](#) to learn more about transform maps.

Computer - CI Class Mappings

We have pre-defined tables that contain set of records with matching rules. The rules are defined using single or multiple attributes to uniquely identify source assets. The rules form the criteria to identify the assets to be picked from the source and then added to target CI classification.

The fields that could be mapped directly with the ServiceNow tables got listed in the classified tables. The custom fields that could not be directly mapped with the existing ServiceNow tables are listed in the related tables.

Computer CI Mapping Rules						
	Name	Rule	Target CI Class	Priority	Active	
<input type="checkbox"/>	AIX Server	os_name=aix*os_category_2=server*EQ	AIX Server [cmdb_ci_aix_server]	100	true	
<input type="checkbox"/>	Alteon	os_publisher=Radware*os_product_name=ALT...	Alteon [cmdb_ci_ib_alteon]	100	true	
<input type="checkbox"/>	Citrix Netscaler	os_publisher=IBM*os_category_2=Netscaler*EQ	Citrix Netscaler [cmdb_ci_ib_netscaler]	100	true	
<input type="checkbox"/>	ESX Server	os_category=hypervisor*os_product_name=E...	ESX Server [cmdb_ci_esx_server]	100	true	
<input type="checkbox"/>	HP/UX Server	os_product_name=HP-UX*os_category_2=ser...	HP/UX Server [cmdb_ci_hpux_server]	100	true	
<input type="checkbox"/>	Hyper-V Server	os_category=hypervisor*os_product_name=H...	Hyper-V Server [cmdb_ci_hyper_v_server]	100	true	
<input type="checkbox"/>	IBM Mainframe	os_publisher=IBM*os_category_2=mainframe*EQ	IBM Mainframe [cmdb_ci_mainframe]	100	true	
<input type="checkbox"/>	IBM zOS Server	os_publisher=IBM*os_product_name=zos*EQ	IBM zOS server [cmdb_ci_ibm_zos_server]	100	true	
<input type="checkbox"/>	Linux Server	os_category=linux / server*EQ	Linux Server [cmdb_ci_linux_server]	100	true	
<input type="checkbox"/>	Load Balancer	hardware_category_2=Server Load Balancer*EQ	Server [cmdb_ci_server]	400	true	
<input type="checkbox"/>	OS/X Server	os_publisher=IBM*os_product_name=IKEOS/*EQ	OS/X Server [cmdb_ci_osx_server]	100	true	
<input type="checkbox"/>	Server	os_category_2=server*EQ	Server [cmdb_ci_server]	300	true	
<input type="checkbox"/>	Solaris Server	os_product_name=solaris*os_category_2=se...	Solaris Server [cmdb_ci_solaris_server]	100	true	
<input type="checkbox"/>	UNIX Server	os_name=unix*os_category_2=server*EQ	UNIX Server [cmdb_ci_unix_server]	100	true	
<input type="checkbox"/>	Virtualization Server	os_category=hypervisor*os_category_2=ser...	Virtualization Server [cmdb_ci_virtualization_server]	200	true	
<input type="checkbox"/>	Windows Server	os_category=windows / server*EQ	Windows Server [cmdb_ci_win_server]	100	true	

Classified Tables

The classified table includes the mapping of source fields with target fields that are recommended/used by ServiceNow.

The screenshot shows the 'Computer CI Mapping Rule' configuration page. At the top, there's a header with a back arrow, a menu icon, the title 'Computer CI Mapping Rule', and a 'New record' link. On the right, there are icons for a pencil, a double-headed arrow, a list, and a 'Submit' button. The main form has several fields: 'Name' with the value 'Windows Server Sample', 'Priority' (empty), 'Active' with a checked checkbox, 'Deprecated' with an unchecked checkbox, and 'Target CI Class' with a dropdown menu showing 'Windows Server [cmdb_ci_win_server]'. Below these is a 'Rule' section. It starts with 'Table' set to 'Qualys Assets [x_qual5_itam_nwapp_qualys_assets]'. Under 'Rule', there are two buttons: 'Add Filter Condition' and 'Add *OR* Clause'. Below these, a rule is defined: 'Hardware Manufacturer' (dropdown) 'starts with' (dropdown) 'sample' (text input). To the right of the text input are 'AND', 'OR', and 'X' buttons. A 'Submit' button is at the bottom left of the form.

Each column of the categorized CI class mappings is listed below:

Name: The pre-defined name given by Qualys to the CI class mapping.

Rules: The rule that forms the criteria to select the assets from the source table (Qualys).

Target CI Class: The name of the destination/target table (defined by ServiceNow) on the production environment where the data should be inserted. If you want change destination table, you can change the target CI class for the corresponding source field.

Active: The status of the mapping indicating if the current mapping is active or not. True indicates mapping being active.

Priority: The priority decides the sequence in which the mappings should be acted upon. In case of multiple mappings for similar fields, the mapping with lowest number gets higher priority. For example, if there are two mappings with priority 50 and 100. The mapping with priority 50 gets higher precedence than 100.

For detailed list of field mappings for classified tables, refer to the [Classified Tables](#).

Computer CI Class Mapping for Custom Fields

Let us see an example of creating custom fields mapping based on the hardware manufacturer for Windows server.

Click New and the blank form to create a new record for CI class mapping is displayed.

1. Provide a name for the record you want to create. For example, Windows Server Sample as we are creating mapping for Windows server.
2. Select the **Active** check box to activate the mapping you create. If the check box is clear, it indicates that the current mapping will not be used for inserting data in production table of ServiceNow.
3. Define the priority for the mapping. For highest precedence, use the lowest number in priority.
4. Select the **Target CI Class** table from the pre-populated list. The table you choose forms the destination table for the mapping.
5. Define the rule that would form the criteria to choose the source assets to be picked and mapped. You could form a rule using single or multiple attributes and filters.

Click **Submit** to complete the mapping process.

Qualys Category - Hardware Device CI Mappings

Similar to Computer CI Class mappings, we have pre-defined tables that contains set of records with matching rules for hardware related fields. The rules are defined using two attributes to uniquely identify source assets. If an asset meets the attributes that match the attributes listed in category 1 and category 2, only then the source asset is moved to the target CI classification table.

Note: The Computer CI Class Mappings has precedence over hardware devices CI mappings.

For detailed mappings, see [Hardware Data Mappings](#) and [Cloud Data Mappings](#) sections.

Related Tables for Custom Fields

The custom fields that could not be accommodated in the classified tables are listed in separate tables called as related tables.

If you are using custom table that includes custom fields (excluding pre-defined fields), you need to create new mappings record to match the customizations.

Note: We do not recommend that you edit the mappings we provide in the related tables as it could lead to mismatch of the data and result it Identification Engine discarding the data.

How to identify and view related table entries in out of the box table entries

1. Open the CMDB Table Record Entry (cmdb_ci_computer.list).
2. On the top grey bar, right-click and choose **Configure > Related lists** from the menu.

The screenshot shows the Qualys CMDB interface for a computer record. The top grey bar contains a menu icon. A right-click context menu is open, showing options like Save, Insert, Insert and Stay, Configure, Export, View, Create Favorite, Copy URL, Copy sys_id, Show XML, History, and Reload form. The 'Configure' option is highlighted, and a sub-menu is visible with 'Related Lists' highlighted. The main form contains fields for Name (dktp00660), Asset tag, Manufacturer (Dell), Asset (Dell 790), and IP Address (11.92.25.124). Below this is a 'Configuration' section with fields for OS Domain, Operating System (Windows Vista Client Vista(6.0) Business), OS Address Width (bits) (None), OS Version (6.0), OS Service Pack, DNS Domain, Disk space (GB), and Description. At the bottom is a 'Related Items' section.

4. Select the required column names from **Available** and then click the **>** (Add) button to **Selected** check box and then click **Save**.

Configuring related lists on Computer form

Cancel

Save

Available

Selected

.NET Application->Duplicate Of
A10 Load Balancer->Duplicate Of
Accessory->Duplicate Of
ACE->Duplicate Of
ACL Endpoint->Duplicate Of
Active Directory Domain Controller->Duplicate Of
Active Directory Domain Controller->Provide
Active Directory Domain to Domain Controller
Active Directory Forest Endpoint->Duplicate Of
Active Directory Service->Duplicate Of
ActiveMatrix Business Works Process->Duplicate Of
ActiveMatrix Business Works->Duplicate Of
AD Domain->Duplicate Of
AD Domain->Provided by
AD Forest->Duplicate Of
AD Forest->Provided by
AD Service inc->Duplicate Of
Additional Cloud Details->Reference CI
Additional Software Details->Reference CI

>
<

Network Adapter->Configuration Item
File System->Computer
Software Installed
Serial Number->Configuration Item
Qualys Asset Details->Reference CI
Additional Hardware Details->Reference CI
Open Ports->Reference CI
OS Details->Reference CI

Cancel

Save

View name:

Default view

Related Links

You can then view the details for the added columns in **Related Links** section.

Related Items

Search for CI

Runs on - Virtual Machine Instances

Update

Delete

Related Links

Subscribe

Network Adapters (1)

Storage Devices

File Systems (2)

Software Installed (51)

Running Processes

Serial Numbers (1)

CI IPs (13)

DNS Names for CIs

Memory Modules

TCP Connections

Qualys Asset Details (1)

Qualys Assets (1)

Network Adapters

Now

Search

Name

Search

Configuration Item = HQWIN12R2RD27 > Status = Absent

Netmask

DHCP Enabled

MAC Address

Mac manufacturer

00:50:56:AA:38:81

10.115.76.186,fe80:0:0:250:56ff:feae:1...

255.255.255.0

false

00:50:56:AA:38:81

(empty)

Actions on selected rows...

1 to 1

Application Log

Log entries are listed under Advanced > Application Logs.

App Log	New	Search	Created	Search	1	to 20 of 1,788
All > App Scope = Qualys CMDB Sync Service Graph Connector > Created > 07-Sep-20 03:59:59						
Created	Level	Message	App Scope	Source Script		
07-Sep-20 04:00:02	Error	1.0.0 approveAssets Asset (248446067) failed to Auto Approve using Identification Engine.	Qualys CMDB Sync Service Graph Connector	Script Include: QualysAppUtil		
07-Sep-20 04:01:01	Error	1.0.0 approveAssets Asset (248446067) failed to Auto Approve using Identification Engine.	Qualys CMDB Sync Service Graph Connector	Script Include: QualysAppUtil		
07-Sep-20 04:01:02	Error	1.0.0 approveAssets Asset (248446067) failed to Auto Approve using Identification Engine.	Qualys CMDB Sync Service Graph Connector	Script Include: QualysAppUtil		
07-Sep-20 04:02:02	Error	1.0.0 approveAssets Asset (248446067) failed to Auto Approve using Identification Engine.	Qualys CMDB Sync Service Graph Connector	Script Include: QualysAppUtil		
07-Sep-20 04:03:01	Error	1.0.0 approveAssets Asset (248446067) failed to Auto Approve using Identification Engine.	Qualys CMDB Sync Service Graph Connector	Script Include: QualysAppUtil		

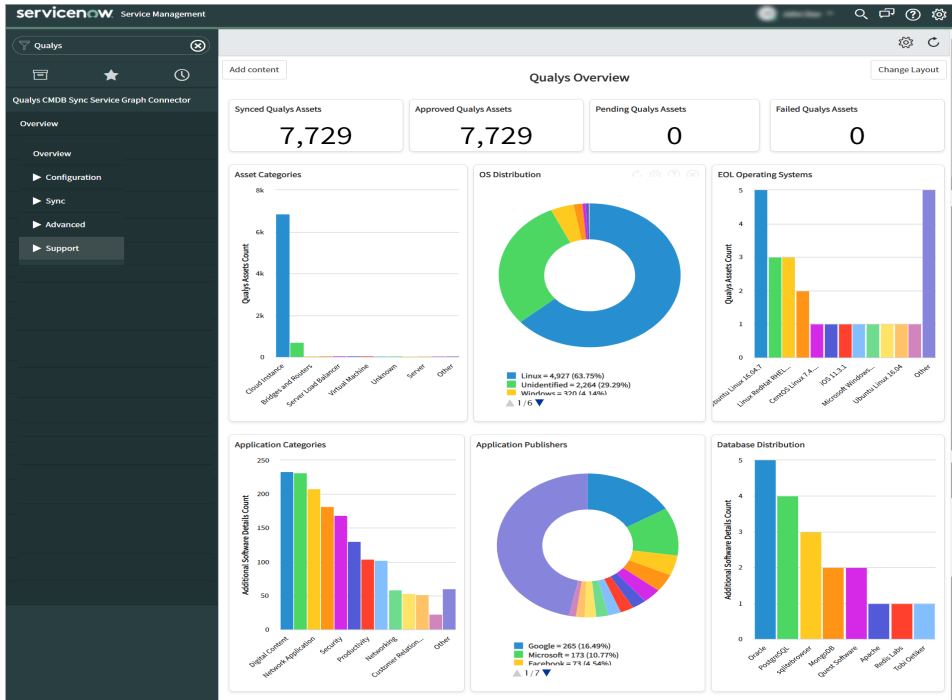
Logged activities include:

- API Response. For example, when you click Test Connection and if the account does not have access to Global IT Asset Inventory module.
- Schedule Lifecycle (Start, Run, and Finish).
- Lifecycle of Download Processor and Upload Processor (Start, Run, and Finish).
- Asset Approval type (Manual or Auto Approval).
- Fetching Asset Tags and Asset Groups.

View Reports

Overview

Go to Qualys CMDB Sync Service Graph Connector App > Overview. The Overview page displays a consolidated view of all the reports. If you view this page before syncing the assets, it may display all values as zero.



Note: From v1.3.1, to populate the data in the Application Categories, Application Publishers, Database Distributors, Software Lifecycle Stage, Software Distribution, EOL Applications widgets, and Additional Software Details table is being used. If you have not enabled Software Catalog Syncing to CMDB tables, then data in these widgets will not populate.

When the Overview page is launched for the first time, you see a list of 10 default reports. However, the reports can be customized based on your preference. For more information, see, [Customize Overview Page](#).

Types of reports that you can configure:

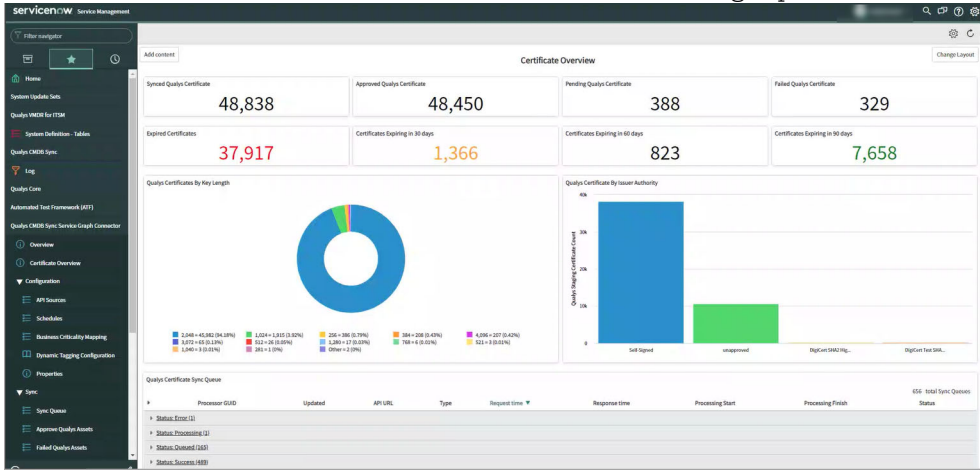
Report Name	Description
Qualys Assets Reports	
Approved Qualys Assets	The Approved Qualys Assets report lists the assets auto/manually approved. This number is listed on the production table.

Report Name	Description
Asset Categories	The Asset Categories report gives a clear picture of the various types of assets across your organization. The chart is a diagrammatic representation of the asset categories. Click the bar to view additional details about the respective asset category.
End of Life Operating Systems	The End of Life (EOL) Operating Systems report gives a clear picture of the various types of operating systems with the end of life across your organization. The chart is a diagrammatic representation of the operating systems. Click the bar to view additional details about the respective operating system.
Failed Qualys Assets	The Failed Qualys Assets lists the number of assets that are not transformed into the CMDB table.
Hardware Manufacturers	The Hardware Manufacturers report gives a clear picture of the various manufacturers of hardware across your organization. The chart is a diagrammatic representation of the hardware manufacturers. Click the slice to view additional details about the respective manufacturer.
OS Distribution	The OS Distribution report gives a clear picture of the operating systems installed on the assets across your organization. The chart is a diagrammatic representation of the operating systems. Click the slice to view additional details about the respective operative system.
Pending Qualys Assets	The Pending Qualys Assets report lists the assets which are not approved.
Synced Qualys Assets	The Synced Qualys Assets report lists the assets synced from Qualys to ServiceNow.
Software Report	
Application Categories	The Application Categories report gives a clear picture of the various types of applications installed on the assets across your organization. The chart is a diagrammatic representation of the various applications. Click the bar to view additional details about the respective application category.
Application Publishers	The Application Publishers report gives a clear picture of the various publishers of the application installed on assets across your organization. The chart is a diagrammatic representation of the publishers. Click the bar to view additional details about the respective publisher.
Database Distribution	The Database Distribution report gives a clear picture of the various types of the database used across your organization. The chart is a diagrammatic representation of the database distribution. Click the bar to view additional details about the respective database type.
End of Life Application	The End of Life (EOL) Application report gives a clear picture of the various types of applications with end of life across your organization. The chart is a diagrammatic representation of the Application. Click the bar to view additional details about the respective operating system.

Report Name	Description
Software Distribution	The Software Distribution report gives a clear picture of the various types of software used across your organization. The chart is a diagrammatic representation of the software distribution. Click the bar to view additional details about the respective database type.
Software Lifecycle Stage	The Software Lifecycle Stage report lists the lifecycle stages of applications. Example: GA, EOL/EOS.

Certificate Overview

The certificate overview dashboard contains the following report.



- 1. Synced Qualys Certificate:** The Synced Qualys Certificates report lists, the certificates synced from Qualys to ServiceNow.
- 2. Approved Qualys Certificate:** The Approved Qualys Certificates report lists, the certificates transformed successfully into the CMDB tables.
- 3. Pending Qualys Certificate:** The Pending Qualys Certificate report lists, the assets which are not transformed.
- 4. Failed Qualys Certificate:** The Failed Qualys Certificate lists, the number of certificates that are not successfully transformed into the CMDB table.
- 5. Expired Certificates:** The count of certificates that are expired and not valid.
- 6. Certificates Expiring in 30 Days:** The count of certificates that are expiring between 0 to 30 days.
- 7. Certificates Expiring in 60 Days:** The count of certificates that are expiring between 30 to 60 days.
- 8. Certificates Expiring in 90 Days:** The count of certificates that are expiring between 60 to 90 days.
- 9. Qualys Certificate By Issuer Authority:** A chart that shows certificates by issuing authority.

10. **Qualys Certificates By Key Length:** A Pie chart that shows certificates by key length.
11. **Qualys Certificate Sync Queue:** This shows the list of Sync Queues for certificate download from Qualys.
12. **Sync Certificate Log:** This lists the logs of the Sync Certificate schedule.

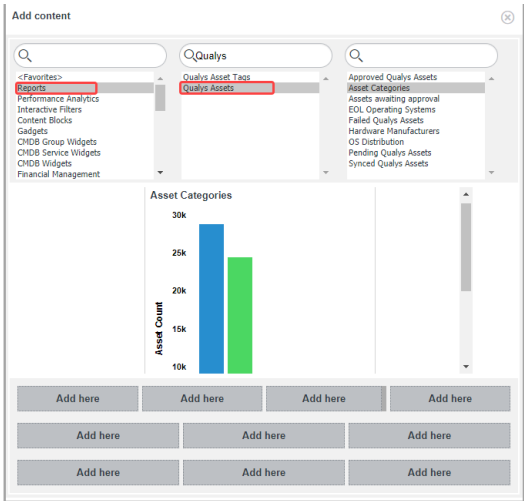
Customize Overview Page

You can add or remove the reports from the Overview page.

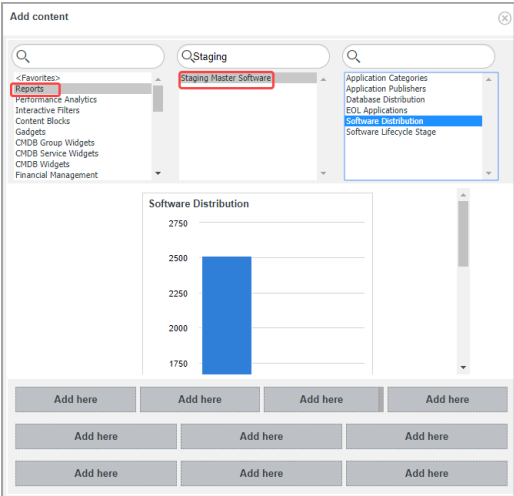
Add a Report

Click on **Add content**, the Add content pop-up appears. Select one of the following options to add reports:

-To add Qualys Assets reports: Select Reports from the first column, Qualys Assets from the second column and in the third column, select the required report from the displayed list.



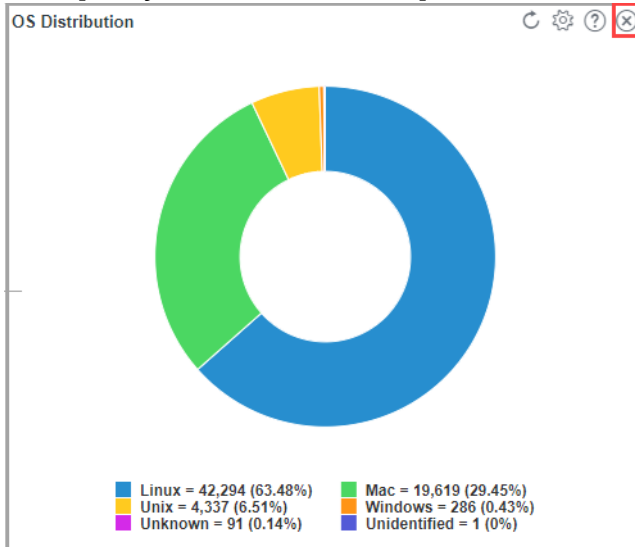
-To add Software reports: Select Reports from the first column, Staging Master Software from the second column and in the third column, select the required report from the displayed list.



Once you select the required report, click one of the **Add here** options. The 10 Add here options indicate different locations where you can add the report on the Overview page.

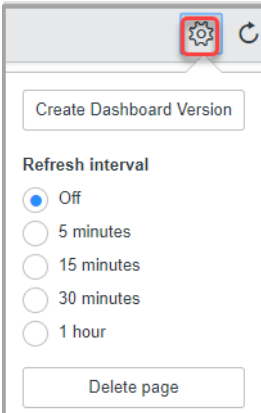
Remove a Report

To remove a report from the overview page, click on the close  option. Once you delete the report, you cannot undo the process. To add the same report again, see [Add a Report](#).



Refresh Overview page

To refresh all the reports on the Overview page at a fixed interval, click on the Homepage Settings  icon and select the required Refresh interval.



Create Dashboard Version

Refresh interval

☒ Off

☐ 5 minutes

☐ 15 minutes

☐ 30 minutes

☐ 1 hour

Delete page

Debugging and Troubleshooting

Here are scenarios that will help you debug certain common issues.

How to debug

In case of any unexpected application behavior one should check the application logs.

The application log has four different levels of logging: Information, Error, Warning, Debug

The application writes log entries after important transitions. For example, Schedule run, on click of test connection to API Server [Qualys CMDB Sync Service Graph Connector App > Advanced > Application Log]

Observed Issues

Scenario: Sometimes asset approval gives the user the error, “In payload invalid data source [SG-Qualys] exist. You need to provide a valid choice value from field [discovery_source] in table [cmdb_ci]”

Workaround: Navigate to **Fix Scripts** option and search for 'Add Discovery Source' in **Name** section. Open **Add Discovery Source** and click **Run Fix Script**.

Scenario: Sometimes clicking on 'Test Connection" gives 'error' response to user.

Workaround: Check the error message.

- Try to repeat the 'Test Connection' a couple more times (if all input parameters are correct then 'success' message is displayed and the validation state will change to 'validated'.)

- One can get the error message under 'Schedule Logs' for related entries in schedule record.

- If no valid error is displayed (i.e. you are sure that the credentials are correct but API reported “unauthorized”), try again after some time. If error persists, contact Qualys Support.

Scenario: When Download processor takes too much time to process

Workaround: Go to Properties and lower the Size of Download batch.

Scenario: Download Processor failed to process Sync Queue record(s)

Workaround: This may leave the corresponding Sync Queue entry in 'Error' state and the error details can be verified from 'Processing Notes/Message'

User should manually change the status back to

- 'Queued', and reset the 'Processor GUID' if user wants to process that response again.

If you reprocess any response, it will not lead to duplicate data, as application checks whether the record already exists in staging tables before inserting.

- 'Error', if user does not want to process it again.

Scenario: Failed to approve asset using Identification Engine/Invalid Update

This error is displayed when the application finds some error with Identification and Reconciliation APIs.

To verify the issue, you can navigate to Failed Qualys Assets > Open the asset record and see the Notes section. This section contains the detailed error response, as received from Identification and Reconciliation API.

Scenario: Sometimes it is observed that 'approving' manually multiple assets gives 'Transaction Timeout' by ServiceNow

Workaround:

- In such case there is no data loss observed in asset transformation
- To overcome transaction timeout error, it is recommended to use 'Auto Approval' in schedule

Scenario: Duplicate entries found in cmdb_ci_computer for assets which were synced from ServiceNow to Qualys, scanned and then synced back from Qualys to ServiceNow

Workaround:

- If the user has added only IP address for the asset in the 'cmdb_ci_computer' table

Reason: Name is a mandatory parameter for ServiceNow IRE mechanism.

- If user added both name (any dummy name) and IP Address for the asset in 'cmdb_ci_computer' table

Reason: After scanning the asset, the name discovered during the authenticated / unauthenticated scan and the dummy name that was provided could be different.

Note: There would be no duplicate entry in 'cmdb_ci_computer' if the name is exactly same for the asset before sending the data from ServiceNow to ServiceNow

Anticipated Issues

- It is quite frequent to have error in opening/viewing attached 'response.xml' from sync queue records. Those response.xmls are considered as incomplete.

List of expected failure modes

- Qualys API server is undergoing maintenance/downtime
- Qualys subscription expired
- User credentials used are incorrect
- User credentials are correct, but user has no Qualys App subscription from Qualys

Number Mismatch Between Staging and Production Tables: Assets

Assets with the Same Name: If there are multiple assets with the same name. after approval of the production class, not all will be added as separate records. The first asset which is approved gets added as a separate record. All the other assets with the same name get approved, but the IRE version updates the same record. However, the same record may contain multiple values for the same fields.

The discrepancy is observed in the following scenarios:

-Assets discrepancy could be there in the production table if the assets have the same names

Cause: IRE version uses a name to identify the CI class. Name is a mandatory parameter for transformation.

Number Mismatch Between Staging and Production Tables: Software

IRE version needs a software name and version of the data being transformed. Name is a mandatory parameter for transformation. For example, if the software has no Name/Version: The software without a name doesn't make any sense, The Software (OOB table) uses a 'key' attribute consisting of name and version.

For example, the software has the same name and the version number in the staging area. In such a case, duplicate entries may be created. Check the application log. Skipping duplicate entry

Field name missing in production tables

If you notice few fields that exist on Qualys UI or API response, but cannot locate it in ServiceNow out of box (OOB) tables. Cause: Mapping for such fields may not exist. For a complete list of mappings, refer to Field Mapping for Tables. If field mappings do not exist in the OOB tables, then such fields are not transformed into production tables. For example, the 'hostname' for network adapter exists in the staging table but missing from the production table (cmdb_ci_network_adapter). Cause: The cmdb_ci_network_adapter table does not have a mapping for the hostname field. Hence the field value is not available in the production table.

Truncated Value

If the field value exceeds the field limit then the value may get truncated. The application does not update any of the OOB table structures: like field value lengths.

Common Questions

Can user add data to ServiceNow app from different Qualys servers?

Yes, user can add asset data from different Qualys PODs. User needs to create different API Sources and Schedules as per Qualys servers.

What are Upload and Download type records in Queue?

It can be easily differentiated by Type field available in the table. For Downloading data to ServiceNow app (i.e syncing assets from Qualys to ServiceNow) Type will be Download. For Uploading data to Qualys (Syncing assets from ServiceNow to Qualys servers) Type will be Upload.

Where can I find Assets which failed to transform in ServiceNow table?

You'll find these assets in Failed Qualys Assets. Users can then approve these assets again.

How to customize the related table rules for transformation

Let's consider an example where we want to transform assets to the production table for assets with certain hardware details. The default settings, the assets will fail to approve due to related entry rules.

In such scenarios, execute the following steps to approve assets depending on the hardware details.

1. Open the Related Entry table (cmdb_related_entry_list).
2. Search for the appropriate table entries (for example, hardware details in related table column search field or any preferred method of searching).
3. Modify the entry details. You could do either or both the steps listed depending on the criteria and result that you want to achieve.:
 - Allow null attribute from 'false' to 'true' [If you want to allow hardware details with 'hardware full name' as null / empty (as our 'criterion attribute' is 'hardware_full_name')]
 - Modify entry from 'Active' to 'False' to uncheck the rules for transforming the assets.

Why do I view timestamps in GMT for schedules despite configuring a different timezone?

In the schedule scripts, we use ServiceNow's new `GlideDateTime().getDisplayValueInternal()` function to update the schedule `last_run_timestamp`. When this object is directly instantiated and used (e.g. in scoped application background script), it returns time in GMT, irrespective of the timezone configured for user under whom this script runs. That's how it is designed.

Also, since ServiceNow does not allow scoped applications to set the timezone, the app cannot do that on behalf of the user who created the schedule. However, the time value you see on the UI is shown in the user set timezone - even if you set GMT date-time in this column. When the schedule runs next time, it fetches value in GMT, and not the one you see on UI. That may lead to confusion, and log entries show time in GMT, for this reason we recommend that the ServiceNow users set their time to GMT.

The Schedules I defined pulled the data accurately till yesterday. But, today, the same schedule is unable to fetch any assets or related data.

Check your application logs. The reason the schedules are unable to fetch assets is because either your trial period or your subscription has expired. Contact your TAM to extend your subscription. Once you have an active subscription, you need to activate your API Source and the schedules will fetch the assets.

If an asset is purged from Qualys, what will its status be in ServiceNow CMDB?

The asset purged from Qualys will not automatically be purged in ServiceNow CMDB. The asset must be manually purged from ServiceNow.

No related file system details for CIs other than Computer and it's child CI classes

Depending upon CIs and their dependent relationship, the file system is available only for Computer and it's child classes.

Known Issues

Here are a few known issues/limitations in the CMDB Sync Service Graph Connector App:

- The widgets Application Categories, Application Publishers, Database Distributors, Software Lifecycle Stage, Software Distribution, and EOL Applications are not populating due to changes in the Software info syncing process.
- The Business Criticality information is not getting synced while syncing Business Metadata from ServiceNow to Qualys for Business Application table.
- We have observed that in some cases, there is a discrepancy in certificate count between Cert View V2 API and Cert View Qualys UI. ServiceNow certificate details will be based on the API response, so in such cases, the discrepancy can be observed between ServiceNow and Qualys UI. We have logged a ticket for the Certificate View team to investigate it further.
- We have observed that transformation of assets having the target class esx_server fails as the asset requires identifications rules of correlation id.
- We have noticed that the user might not be able to delete the asset metadata custom attribute unless they try to delete the attribute from the list view.

Field Mapping for Tables

This chapter lists the detailed field mapping (source to target) for classified as well as related tables.

Classified Tables

The classified table includes the mapping of source fields with target fields that are recommended/used by ServiceNow

Asset Data Model

Computer (SN Table)

Qualys Staging Table Attributes	ServiceNow Production Table Attributes
manufacturer	manufacturer
memory	ram
bios_asset_tag	asset_tag
os_full_name	os
os_update	os_service_pack
os_architecture	os_address_width
model	model_id
os_version	os_version
name	name
processor_cpu_counts	cpu_count
processor_description	cpu_name
ip_address	ip_address
virtual	virtual
bios_serial_number	serial_number
os_update	os_service_pack
processor_speed	cpu_speed

Serial Number (SN Table)

Qualys Staging Table Attributes	ServiceNow Production Table Attributes
bios_serial_number	serial_number
hardware_serial_number	serial_number

Note: The serial number type depends on the type of serial number. Serial number type for a bios serial number is bios and serial number type for a hardware serial number is system.

File System (SN Table)

Qualys Staging Table Attributes	ServiceNow Production Table Attributes
name	name
free_size	free_space_bytes
total_size	size_bytes

Network Adapter (SN Table)

Qualys Staging Table Attributes	ServiceNow Production Table Attributes
mac_address	name
address	ip_address
mac_address	mac_address

IP Address (SN Table)

Qualys Staging Table Attributes	ServiceNow Production Table Attributes
ip_address	ip_address
ip_address	name

Software Data Model

Software Instance (SN Table)

Qualys Staging Table Attributes	ServiceNow Production Table Attributes
name	name
install_date	install_date
<additional field>	<Reference to cmdb_ci_package>
<additional field>	Reference to the CI the software is installed on
software	software

Related Tables

The related tables list the custom field mappings that could not be accommodated in the classified tables. We recommend that you do not alter the mappings in the related tables.

Asset Data Model

Qualys Asset details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
asset_lastloggedonuser	asset_lastloggedonuser
asset_most_frequent_user	asset_mostfrequentuser
qualys_asset_id	qualys_asset_id
asset_uuid	asset_uuid
bios_description	bios_description
last_boot	last_boot
last_modified_date	last_modified_date
time_zone	time_zone
qweb_host_id	qweb_host_id
netbios_name	netbios_name
type	type
asn	asn
isp	isp
risk_score	risk_score

Qualys Operating System details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
os_category	os_category
os_category_1	os_category_1
os_category_2	os_category_2
os_category_type	os_category_type
os_edition	os_edition
os_lifecycle_confidence	os_lifecycle_confidence
os_lifecycle_eol_date	os_lifecycle_eol_date
os_lifecycle_eol_support_stage	os_lifecycle_eol_support_stage
os_lifecycle_eos_date	os_lifecycle_eos_date
os_lifecycle_eos_support_stage	os_lifecycle_eos_support_stage
os_lifecycle_ga	os_lifecycle_ga
os_lifecycle_stage	os_lifecycle_stage
os_market_version	os_market_version
os_name	os_name
os_product_name	os_product_name
os_publisher	os_publisher

Qualys Hardware details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
hardware_category	hardware_category
hardware_category_1	hardware_category_1
hardware_category_2	hardware_category_2
hardware_category_type	hardware_category_type
hardware_lifecycle_confidence	hardware_lifecycle_confidence
hardware_lifecycle_eos_date	hardware_lifecycle_eos_date
hardware_lifecycle_ga	hardware_lifecycle_ga
hardware_lifecycle_intro_date	hardware_lifecycle_intro_date
hardware_lifecycle_obsolete_date	hardware_lifecycle_obsolete_date
hardware_lifecycle_stage	hardware_lifecycle_stage
hardware_product	hardware_product
hardware_full_name	hardware_full_name

Qualys Open Ports details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
description	description
detected_service	detected_service
port	port
protocol	protocol

Qualys Processors details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
processor_cpu_counts	processor_cpu_counts
processor_description	processor_description
processor_speed	processor_speed

Qualys EASM WhoIs details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
domain	domain
processor_description	processor_description
domain_status	domain_status
dnssec	dnssec
registrant_name	registrant_name
registrant_organization	registrant_organization
registrar	registrar
registrant_email	registrant_email
registrant_contact	registrant_contact
organization_name	organization_name
created_date	created_date
updated_date	updated_date

Qualys EASM Domains details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
domain_name	domain_name

Qualys EASM Subdomains details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
subdomain_name	subdomain_name

Unique Certificates details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
self_signed	is_self_signed
issuer_name	issuer_common_name
key_size	key_size
last_found	last_discovered
signature_algorithm	signature_algorithm
subject_name	subject_common_name
subject_name	name
subject_country	subject_country
subject_locality	subject_locality
subject_organization	subject_organization
subject_state	subject_state
dn	fingerprint
certhash	subject_distinguished_name
valid_from	valid_from
valid_to	valid_to

Qualys Asset Certificates details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
issuer_organization	issuer_organization
issuer_country	issuer_country
issuer_state	issuer_state
issuer_certhash	issuer_certhash
issuer_locality	issuer_locality
rootissuer_organization	rootissuer_organization
rootissuer_name	rootissuer_name
rootissuer_country	rootissuer_country
rootissuer_state	rootissuer_state
rootissuer_certhash	rootissuer_certhash
rootissuer_locality	rootissuer_locality
instance_count	instance_count
issuer_category	issuer_category
extended_validation	extended_validation

Software Data Model

Qualys Software details

Qualys Related Table Attributes	ServiceNow Production Table Attributes
architecture	architecture
category	category
category_1	category_1
category_2	category_2
category_type	category_type
component	component
edition	edition
is_ignored	is_ignored
is_ignored_reason	is_ignored_reason
language	language
license_category	license_category
type	type
update	update
lifecycle_ga	lifecycle_ga
lifecycle_stage	lifecycle_stage
market_version	market_version
product	product
publisher	publisher
lifecycle_confidence	lifecycle_confidence
lifecycle_eos_date	lifecycle_eos_date
lifecycle_eol_support_stage	lifecycle_eol_support_stage
master_software_sys_id	reference_ci
version	version
name	name
lifecycle_eol_date	lifecycle_eol_date

Hardware Data Mappings

The details of the hardware-data mappings are listed below

Note: ServiceNow has soft-deprecated the following classes for Qubec version:

- Human Machine Interface [cmdb_ci_hmi]
- Manufacturing Device [cmdb_ci_manufacturing]
- Programmable Logic Controller [cmdb_ci_plc]

For more information on alternative solutions, see [ServiceNow notification](#).

Hardware Category1	Hardware Category2	Target CI Class
Printers	Laser	cmdb_ci_printer
Communication Devices	IP Phones	cmdb_ci_hardware
Virtualized	Container	cmdb_ci_computer
Computers	Point of Sale (POS) Terminal	cmdb_ci_pos
Networking Device	Wireless Access Point	cmdb_ci_wap_network
Power Conditioning Equipment	Power Distribution Unit (PDU)	cmdb_ci_pdu
Wearable Devices	Smart Glasses	cmdb_ci_wearable
Printers	Line Matrix Printers	cmdb_ci_printer
Networking Device	Unidentified	cmdb_ci_netgear
Input Devices	RFID Device	cmdb_ci_iot
Mobile	Smartphone	cmdb_ci_hardware
Computers	Mainframe	cmdb_ci_mainframe_hardware
Building Automation Devices	Smart Appliance	cmdb_ci_iot
Power Conditioning Equipment	Uninterruptible Power Supply (UPS)	cmdb_ci_ups
Industrial Networking	Industrial Ethernet Switch	cmdb_ci_ip_switch
Industrial Control System (ICS)	Intelligent Electronic Device (IED)	cmdb_ci_manufacturing
Networking Device	Concentrators, Hubs, and Multiplexers	cmdb_ci_hub_network
Building Automation Devices	BACnet Controller	cmdb_ci_iot
Building Automation Devices	HVAC Control	cmdb_ci_iot
Computers	Assembled	cmdb_ci_computer
Audio and Visual Equipment	Portable Media Player	cmdb_ci_media_player
Communication Devices	Conferencing Equipment	cmdb_ci_hardware
Industrial Control System (ICS)	Distributed Control System (DCS)	cmdb_ci_manufacturing
Audio and Visual Equipment	Smart TV	cmdb_ci_stv
Industrial Control System (ICS)	Human Machine Interface (HMI)	cmdb_ci_hmi
Wearable Devices	Health and Activity Monitor	cmdb_ci_wearable
Field Instruments	Sensor	cmdb_ci_iot
Network Security Device	Firewall Device	cmdb_ci_firewall_device
Wearable Devices	Smart Footwear	cmdb_ci_wearable

Building Automation Devices	Security Camera	cmdb_ci_security
Networking Device	Bridges and Routers	cmdb_ci_ip_router
Industrial Control System (ICS)	Remote Terminal Unit (RTU)	cmdb_ci_manufacturing
Networking Device	Other	cmdb_ci_netgear
Audio and Visual Equipment	Media Streaming Device	cmdb_ci_media_player
Building Automation Devices	Other	cmdb_ci_hardware
Communication Devices	Other	cmdb_ci_hardware
Computers	Notebook	cmdb_ci_pc_hardware
Wearable Devices	Smart Apparel	cmdb_ci_wearable
Industrial Control System (ICS)	Industrial PC	cmdb_ci_computer
Printers	Multi-Function Printer (MFP)	cmdb_ci_mfp_printer
Field Instruments	Motion Control	cmdb_ci_iot
Building Automation Devices	BACnet Router	cmdb_ci_iot
Field Instruments	Field Device Management	cmdb_ci_iot
Call Management Systems or Accessories	Premise Branch Exchange (PBX)	cmdb_ci_hardware
Building Automation Devices	Leak Detection	cmdb_ci_iot
Industrial Networking	Industrial Wireless LAN	cmdb_ci_wap_network
Audio and Visual Equipment	Smart Earpiece	cmdb_ci_media_player
Computers	Other	cmdb_ci_computer
Printers	3D Printers	cmdb_ci_printer
Building Automation Devices	Intrusion Detection and Access Control	cmdb_ci_security
Networking Device	Access Servers	cmdb_ci_server
Field Instruments	Measurement Systems	cmdb_ci_iot
Networking Device	Server Load Balancer	cmdb_ci_server
Industrial Control System (ICS)	Programmable Logic Controller (PLC)	cmdb_ci_plc
Building Automation Devices	Lighting and Control	cmdb_ci_iot
Computers	Desktop	cmdb_ci_pc_hardware
Wearable Devices	Smart Watch	cmdb_ci_wearable
Building Automation Devices	Power and Energy Monitoring	cmdb_ci_iot
Networking Device	Print Server	cmdb_ci_server
Printers	Thermal Tape Printers	cmdb_ci_printer
Networking Device	Modem	cmdb_ci_modem_network
Networking Device	Terminal Server	cmdb_ci_netgear
Wearable Devices	Wearable Camera	cmdb_ci_wearable

Building Automation Devices	Fire Safety	cmdb_ci_iot
Industrial Networking	Other	cmdb_ci_netgear
Communication Devices	Video Phone	cmdb_ci_hardware
Industrial Control System (ICS)	Safety Instrumented System (SIS)	cmdb_ci_manufacturing
Industrial Networking	Industrial Media Converter	cmdb_ci_netgear
Communication Devices	Answering Machine	cmdb_ci_hardware
Mobile	Tablet	cmdb_ci_hardware
Communication Devices	Keyphone System	cmdb_ci_hardware
Field Instruments	Robots	cmdb_ci_iot
Printers	Other	cmdb_ci_printer
Networking Device	Wireless Fidelity Base Stations Wifi	cmdb_ci_wap_network
Industrial Networking	Industrial Serial Device Server	cmdb_ci_hardware
Industrial Control System (ICS)	Other	cmdb_ci_manufacturing
Printers	Inkjet	cmdb_ci_printer
Audio and Visual Equipment	Projector	cmdb_ci_display
Field Instruments	Smart Meter	cmdb_ci_iot
Industrial Networking	IoT Gateway	cmdb_ci_iot_gateway
Networking Device	Switch	cmdb_ci_ip_switch
Industrial Networking	Communication Processor	cmdb_ci_netgear
Audio and Visual Equipment	Smart Speaker	cmdb_ci_media_player
Computers	Server	cmdb_ci_server

Cloud Data Mappings

Here are the details of the mappings for your cloud data.

Cloud Asset Column	ServiceNow Production Table	ServiceNow Production Table Attributes
AWS		
Account ID	cmdb_ci_cloud_service_account	account_id,object_id
Availability Zone	cmdb_ci_availability_zone	object_id
Image ID	cmdb_ci_os_template	object_id
Instance ID	cmdb_ci_vm_instance	object_id
Instance State	cmdb_ci_vm_instance	state
Instance Type	cmdb_ci_compute_template	object_id
Private IP Address	cmdb_ci_nic	private_ip
Public IP Address	cmdb_ci_nic	public_ip

Region Code	cmdb_ci_aws_datacenter	object_id,region,name
Subnet ID	cmdb_ci_cloud_subnet	object_id
VPC ID	cmdb_ci_network	object_id
Hostname	Additional Cloud Details*	
Private DNS	Additional Cloud Details*	
Tags	Additional Cloud Details*	
Tag Key	Additional Cloud Details*	
Tag Value	Additional Cloud Details*	

Microsoft Azure

Image Offer	cmdb_ci_os_template	object_id
Location	cmdb_ci_availability_zone	object_id
MAC Address	cmdb_ci_nic	mac_address
Private IP Address	cmdb_ci_nic	private_ip
Public IP Address	cmdb_ci_nic	public_ip
Virtual Machine Name	cmdb_ci_vm_instance	name
Resource Group Name	cmdb_ci_azure_datacenter	region
Virtual Machine Size	cmdb_ci_compute_template	object_id
Virtual Machine State	cmdb_ci_vm_instance	state
Subscription ID	cmdb_ci_cloud_service_account	account_id
Virtual Machine ID	cmdb_ci_vm_instance	object_id
Tags	Additional Cloud Details*	
Tag Key	Additional Cloud Details*	
Tag Value	Additional Cloud Details*	
Image Publisher	Additional Cloud Details*	
Image Version	Additional Cloud Details*	

Google Cloud Platform (GCP)

Instance ID	cmdb_ci_vm_instance	object_id
MAC Address	cmdb_ci_nic	mac_address
Machine Type	cmdb_ci_compute_template	object_id
Network	cmdb_ci_network	object_id
Private IP Address	cmdb_ci_nic	private_ip
Project Number	cmdb_ci_cloud_service_account	account_id, object_id
Public IP Address	cmdb_ci_nic	public_ip
Zone	cmdb_ci_availability_zone	object_id
state	cmdb_ci_vm_instance	state
Hostname	Additional Cloud Details*	
Hostname	Additional Cloud Details*	

Note: Additional Cloud Details refers to details provided by Qualys.

Appendix

The below table shows the mapping between ServiceNow fields and Qualys Asset Metadata

ServiceNow Field Label	Qualys UI Field
Asset ID	Qualys Asset ID
name	Host Name
company	Company
created	First Seen (On Connector Screen)
department	Department
environment	Environment
ip_address	IPv4 Addresses
last_updated	Last Updated Date (On Connector screen)
location	Assigned Location
managed_by	Managed By
owned_by	Owner/Custodian
status	Operational Status
supported_by	Supported By
support_group	Support Group

Business App Metadata

ServiceNow Field Label	Qualys UI Field
name	Business App Name
business_criticality	Business Criticality
environment	environment
managed_by	Managed By
owned_by	Owned By
supported_by	Supported By
support_group	Support Group
operational_status	Operational Status