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About this Guide

Thank you for your interest in our revolutionary new Qualys Cloud Agent Platform. This new platform extends the Qualys Cloud Platform to continuously assess global IT infrastructure and applications using lightweight agents. All you have to do is install agents on your IT assets. We’ll help you get started quickly!

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/
Get Started

With Qualys Cloud Agent you’ll get continuous network security updates through the cloud. As soon as changes are discovered on your hosts they’ll be assessed and you’ll know about new security threats right away. All you have to do is install lightweight agents on your hosts - we’ll help you do this quickly!

Overview

Install lightweight agents in minutes on your IT assets. These can be installed on your on-premise systems, dynamic cloud environments and mobile endpoints. Agents are centrally managed by the cloud agent platform and are self-updating (no reboot needed).

Scanning in the Cloud We’ll start syncing asset data to the cloud agent platform once agents are installed. Agents continuously collect metadata, beam it to the cloud agent platform where full assessments occur right away. Since the heavy lifting is done in the cloud the agent needs minimal footprint and processing on target systems.

Stay updated with network security Scanning in the cloud uses the same signatures (vulnerabilities, compliance datapoints) as traditional scanning with Qualys scanners. You’ll get informed right away about new security threats using your Qualys Cloud Platform applications - Vulnerability Management (VM), Policy Compliance (PC), Continuous Monitoring (CM), AssetView (AV) and more!

What do I need to know?

Here’s a few things to know before you install agents on hosts within your network.

Get informed quickly about Qualys Cloud Agent (CA).

Video Tutorials

Cloud Agent Platform Introduction (2m 10 s)
Getting Started Tutorial (4m 58s)
Cloud Agent requirements

- We support these systems: Windows, Linux/Unix (.rpm), Linux (.deb), BSD (.txz), Apple Mac OS X (.pkg)

Cloud Agent Platform Availability Matrix

- Your hosts must be able to reach your Qualys Cloud Platform (or the Qualys Private Cloud Platform) over HTTPS port 443. Go to Help > About to see the URL your hosts need to access.

- To install Windows Agent you must have local administrator privileges on your hosts. Proxy configuration is supported

- To install Linux Agent, BSD Agent, Unix Agent, Mac Agent you must have root privileges, non-root with Sudo root delegation, or non-root with sufficient privileges (VM scan only). Proxy configuration is supported.

Steps to install agents

- Create an activation key. This provides a way to group agents and bind them to your account.

- Download the agent installer to your local machine.

- Run the installer on each host from an elevated command prompt, or use group policy or a systems management tool.

- Activate agents for modules in your subscription (VM, PC, FIM, EDR, PM, etc). A license will be consumed for each agent activated.

Our Quick Start Guide helps you get started

Check out our Quick Start Guide (you can go to user name menu and select this option). On the left you’ll see step by step instructions with links to the right places to take actions. On the right you’ll find links to video tutorials.
Tip - You can click Cloud Agent Overview to get helpful information on requirements, proxy support and more.

Looking for training? You might want to check out these options.

**Free Training**
- Take a free CA self paced class
- CA video library
# Cloud Agent Platform Availability Matrix

## Windows

Current Release: 4.2  
End-of-Service versions: See Appendix

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Supported Platforms</th>
<th>Operating System</th>
<th>Arch</th>
<th>Installer</th>
<th>Inventory</th>
<th>Supported Qualys Modules/Agent Versions</th>
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</thead>
<tbody>
<tr>
<td>Microsoft</td>
<td>Windows XP</td>
<td>SP 3+ Vista</td>
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<td>Same as Inventory</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>x86_32</td>
<td></td>
<td>4.2.0.8, 4.0.0.411, 3.1.5, 3.1.3.34, 3.1.2.12, 3.1.0.140, 3.0.0.101</td>
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</tr>
<tr>
<td>Microsoft</td>
<td>Windows Embedded 7</td>
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<td>x86_64</td>
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<td>Same as Inventory</td>
</tr>
<tr>
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<td>x86_32</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Microsoft</td>
<td>Windows 7</td>
<td>Windows 8/8.1</td>
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<td>(exe)</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Windows 10</td>
<td>x86_64</td>
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<td></td>
</tr>
<tr>
<td>Microsoft</td>
<td>Server 2003</td>
<td>SP2+ Server 2008/R2* Server 2012/R2* Server 2016* Server 2019*</td>
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<td>(exe)</td>
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<td>Same as Inventory</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>x86_32</td>
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<td></td>
</tr>
</tbody>
</table>

*all editions plus Server Core

**Important Note** Windows XP and Server 2003 do not have Cryptography Next Generation (CNG) Suite B algorithms (including SHA2) included in the operating systems. The Qualys certification uses SHA2-512 so any validation against that certification will fail because the platform doesn’t have the algorithm to validate the certification installed or to install the certification. Hotfixes must be installed to add the necessary SHA2-256/318/512 support to the system. [Click here for the hotfixes needed.](#)
Linux

Current Release: 3.1

End-of-Service versions: See Appendix

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Operating System</th>
<th>Arch</th>
<th>Installer</th>
<th>Inventory</th>
<th>VM</th>
<th>PC</th>
<th>PC UDC</th>
<th>SCA</th>
<th>EDR</th>
<th>FIM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Hat</td>
<td>Red Hat Enterprise Linux 5.4+</td>
<td>x86_64 (rpm)</td>
<td>3.1.0, 2.6.0, 2.4.0.71, 2.3.4, 2.1.0.91</td>
<td>Same as Inventory</td>
<td>Same as Inventory</td>
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<td>Same as Inventory</td>
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<td>not available</td>
<td></td>
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<tr>
<td>Red Hat</td>
<td>Red Hat Enterprise Linux 6</td>
<td>x86_64 (rpm)</td>
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<td>Same as Inventory</td>
<td>3.1.0, 2.6.0, 2.4.0.71, 2.3.4, 2.2</td>
<td>Same as Inventory</td>
<td>not available</td>
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<tr>
<td>Red Hat</td>
<td>Red Hat Enterprise Linux 7</td>
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<td>Same as Inventory</td>
<td>Same as Inventory</td>
<td>Supported in 2.6.0+</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Red Hat</td>
<td>CentOS 5.4+</td>
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<td>Same as Inventory</td>
<td>Same as Inventory</td>
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<td>Same as Inventory</td>
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<td>CentOS 6</td>
<td>x86_64 (rpm)</td>
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<td>Same as Inventory</td>
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<td>Same as Inventory</td>
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<tr>
<td>Red Hat</td>
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<td>Vendor</td>
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<td>Arch</td>
<td>Installer</td>
<td>Inventory</td>
<td>VM</td>
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<td>SCA</td>
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<td>FIM</td>
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<tr>
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<td>Same as Inventory</td>
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<td>arm_6</td>
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<td>Vendor</td>
<td>Operating System</td>
<td>Arch</td>
<td>Installer</td>
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</tr>
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<td>3.1.0, 2.6.0, 2.4.0.71, 2.3.4, 2.1.0.91</td>
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<tr>
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<td>not available</td>
<td>3.1.0, 2.6.0, 2.4.0.71, 2.3.4, 2.1.0.91</td>
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<tr>
<td>Ubuntu</td>
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<td>Same as Inventory</td>
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<td>Same as Inventory</td>
<td>not available</td>
<td>3.1.0, 2.6.0, 2.4.0.71, 2.3.4, 2.1.0.91</td>
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### Get Started

Cloud Agent Platform Availability Matrix

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Operating System</th>
<th>Arch</th>
<th>Installer</th>
<th>Inventory</th>
<th>VM</th>
<th>PC</th>
<th>UDC</th>
<th>SCA</th>
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</tr>
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<tbody>
<tr>
<td><strong>BSD</strong></td>
<td></td>
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</tr>
<tr>
<td>Current Release: 2.4.1</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
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<tr>
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</tr>
<tr>
<td>End-of-Service versions: See Appendix</td>
<td></td>
<td></td>
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<tr>
<td>IBM</td>
<td>AIX 7.1 TL1, TL2, TL3, TL4, TL5, TL5 SP4</td>
<td>POWER 64-bit</td>
<td>.bff</td>
<td>2.5.2, 2.3, 2.3</td>
<td>2.5.2, 2.3</td>
<td>2.5.2, 2.3</td>
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<tr>
<td>IBM</td>
<td>AIX 7.2 TL1, TL2, TL3, TL4 (Standard and Enterprise Editions)</td>
<td>POWER 64-bit</td>
<td>.rpm</td>
<td>2.5.2, 2.3, 2.3</td>
<td>2.5.2, 2.2</td>
<td>2.5.2, 2.2</td>
<td>2.5.2, 2.2</td>
<td>Same as PC</td>
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<td>IBM</td>
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<td>2.5.2, 2.2</td>
<td>Same as PC</td>
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</table>
## Apple MacOS

Current Release: 2.5.1  
End-of-Service versions: See [Appendix](#)

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Supported Platforms</th>
<th>Arch</th>
<th>Installer</th>
<th>Inventory</th>
<th>VM</th>
<th>PC</th>
<th>PC UDC</th>
<th>SCA</th>
<th>EDR</th>
<th>FIM</th>
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</thead>
<tbody>
<tr>
<td>Apple</td>
<td>macOS High Sierra (10.13)</td>
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<td>2.5.1, 2.3.2</td>
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<td>Same as Inventory</td>
<td>not available</td>
<td>Same as Inventory</td>
<td>not available</td>
<td>not available</td>
</tr>
<tr>
<td>Apple</td>
<td>macOS Sierra (10.12)</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Apple</td>
<td>macOS El Capitan (10.11)</td>
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</tr>
<tr>
<td>Apple</td>
<td>macOS Yosemite (10.10)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Apple</td>
<td>macOS Mojave (10.14)</td>
<td>x86_64</td>
<td>(.pkg)</td>
<td>2.5.1, 2.3.2</td>
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<td>2.5.1, 2.3.2</td>
<td>2.5.1, 2.3.2</td>
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<td>not available</td>
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<tr>
<td>Apple</td>
<td>macOS Catalina (10.15) including Supplemental Update 1,2,3,4</td>
<td>x86_64</td>
<td>(.pkg)</td>
<td>2.5.1, 2.3.2</td>
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<td>2.5.1, 2.3.2</td>
<td>2.5.1, 2.3.2</td>
<td>Same as PC</td>
<td>not available</td>
<td>not available</td>
</tr>
<tr>
<td>Apple</td>
<td>macOS Big Sur (11.0)</td>
<td>x86_64</td>
<td>(.pkg)</td>
<td>2.5.1</td>
<td>Same as Inventory</td>
<td>Same as Inventory</td>
<td>not available</td>
<td>Same as PC</td>
<td>not available</td>
<td>not available</td>
</tr>
</tbody>
</table>
Cloud Agent Platform Windows Hotfixes Needed

The following hotfixes are required to successfully install the Windows Agent.

<table>
<thead>
<tr>
<th>Hotfix</th>
<th>KB Article</th>
<th>Archive</th>
<th>Language</th>
<th>Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP SP3+ x86 SHA2 Cert Hotfix</td>
<td>968730</td>
<td>375554_ENU_i386_zip.exe</td>
<td>English</td>
<td>i386</td>
</tr>
<tr>
<td>Windows Server 2003 SP2+ x86 SHA2 Cert Hotfix</td>
<td>968730</td>
<td>375510_ENU_i386_zip.exe</td>
<td>English</td>
<td>i386</td>
</tr>
<tr>
<td>Windows XP SP3+ x64 &amp; Windows Server 2003 SP2+ x64 SHA2 Cert Hotfix</td>
<td>968730</td>
<td>375531_ENU_x64_zip.exe</td>
<td>English</td>
<td>x64</td>
</tr>
</tbody>
</table>

Note: Archive names may change in the future.
It’s easy to install agents

It just takes a couple minutes to install an agent. Our wizard will help you do it quickly!

Help me with the steps

Start the wizard: Choose Agent Management and select Manage Activation Keys (or go to the Activation Keys tab).

Select New Key to create a new activation key. An activation key is used to install agents. The activate key provides a way to group agents and bind them to your account. For example, you can create different keys for various business functions and

Already have a key? Just select a key from the list, and select Install Agent from the Quick Actions menu.
Get Started  
It’s easy to install agents

Generate a new activation key  Click the Generate button.

Give your key a meaningful name to easily identify it later.

Why add tags? This helps you manage agents - we’ll associate tags to agent hosts.

Your key is unlimited by default - install any number of agents at any time.

Set limits if you want the key to expire after a number of agents, or on a certain date, or both.

Auto activate agents for apps in your account. Skip this step to activate agents at a later time.
**Get Started**

It’s easy to install agents

**Review requirements** and click Install Instructions for the target agent host.

<table>
<thead>
<tr>
<th>Installation Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows (exe)</strong> x86-32/64</td>
</tr>
<tr>
<td><strong>Linux (rpm)</strong> x64</td>
</tr>
<tr>
<td><strong>Linux (rpm)</strong> ARM64</td>
</tr>
<tr>
<td><strong>Linux (deb)</strong> x64</td>
</tr>
<tr>
<td><strong>Linux (deb)</strong> ARM64</td>
</tr>
<tr>
<td><strong>Mac (pkg)</strong> x64</td>
</tr>
<tr>
<td><strong>AIX</strong> (bif pkg) Power5</td>
</tr>
<tr>
<td><strong>BSD</strong> (brc) x64</td>
</tr>
</tbody>
</table>

Don’t see all of the options? Just go to Help > Contact Support and we’ll help you with this quickly.

**Install your agents** You’ll download the agent installer and run on your hosts. To run the installer you just copy and paste the command shown - it’s that simple.

Depending on the OS type, you’ll download respective agent installer and install the agent from Install Instructions.

Few examples:

For Linux (.rpm) ARM64, you’ll click Download .rpm button to download the agent installer.

For Linux (.deb) ARM64, you’ll click Download .deb button to download the agent installer.

For Mac (.pkg) x64, you’ll click Download .pkg button to download the agent installer.

**Setup proxy support** Our installation guides help you with this and more options.

Installation Guides: [Windows Agent](#) | [Linux Agent](#) | [BSD Agent](#) | [Unix Agent](#) | [Mac Agent](#)
Installing agents in AWS

Please follow the installation steps provided at the link below.

Learn more
Installing Cloud Agent in AWS

We’re syncing asset data to the cloud!

The agent immediately connects to the cloud agent platform and registers itself. We would expect you to see your first asset discovery results within a few minutes. This is a light scan that collects asset inventory data: IP address, OS, DNS/NetBIOS names, MAC address.

Status messages are continuously updated. Learn more

Be sure to Activate Agents for modules (VM/PC) or (FIM/EDR/PM/SA). Activate Agent from the Quick Actions menu (or do it for many agents in bulk using the Actions menu). If you skip this step your agents will sync inventory information only (IP address, OS, DNS and NetBIOS names, MAC address) and the cloud agent platform will not perform host assessments and report security threats.

No agent status? You should see the status of your agent (on the Agents tab) a few minutes after installation. If there’s no status this means your agent has not been installed - it did not successfully connect to the cloud platform and register itself.

There are 2 common reasons for this:

1) The agent host cannot reach the Qualys Cloud Platform (or the Qualys Private Cloud Platform if this applies to you) over HTTPS port 443. Check network access and be sure to whitelist the platform URL listed in your account. Just go to Help > About for details.
2) You have a custom proxy. Our Quick Start Guide > Cloud Agent Overview will help you with this quickly.

Still need help? Keep in mind your agents must connect to the cloud platform to start syncing asset data to the cloud. Click here to troubleshoot.

Continuous scanning in the cloud
The first assessment scan in the cloud takes some time, after that scans complete as soon as new host metadata is uploaded to the platform.

How it works
The agent sends up an upload of the baseline snapshot to the cloud agent platform for assessment. For the initial upload the agent collects comprehensive metadata about the target host (a few megabytes) and sends a baseline snapshot to the cloud for assessment. The status Scan Complete is reported upon success. This first scan typically takes 30 minutes to 2 hours using the default configuration - after that scans run instantly on the delta uploads (a few kilobytes each).

The asset data the agent collects includes many things for the baseline snapshot like network posture, OS, open ports, installed software, registry info, what patches are installed, environment variables, and metadata associated with files. The agent stores a snapshot on the agent host to quickly determine deltas to host metadata it collects.

What signatures are tested? Agent-based scanning uses the same signatures (vulnerabilities, compliance datapoints) as traditional scanning with Qualys scanners. If you’ve activated your agents for VM, we’ll test for vulnerability signatures. If you’ve activated your agents for PC we’ll check for compliance datapoints.
Cloud Agent Cloud Provider Metadata

Available starting with Cloud Agent Linux 1.7.0 and Cloud Agent Windows 1.6.0 releases, the Qualys Cloud Agent collects instance metadata from supported public cloud providers, including Amazon Web Services, Microsoft Azure, and Google Compute Platform.

The agent collects the instance metadata from the cloud provider's instance metadata web services locally available from each running instance via HTTP as part of the agent's default inventory collection. The collected instance metadata is available in the Qualys AssetView module (Asset Details and new search tokens) and Asset Management API.

Cloud Provider Instance Metadata

The following table lists the instance metadata currently collected by the Cloud Agent for each cloud provider. Refer to the Cloud Agent Release Notes for additional instance metadata collected from public cloud providers in future versions of the Cloud Agent.

<table>
<thead>
<tr>
<th>Amazon Web Services</th>
<th>Cloud Agent Linux</th>
<th>Cloud Agent Windows</th>
</tr>
</thead>
<tbody>
<tr>
<td>accountId</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>ami-id</td>
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<tr>
<td>availability-zone</td>
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<td>instance-id</td>
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<td>instance-type</td>
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<td>local-hostname</td>
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<td>local-ipv4</td>
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</tr>
<tr>
<td>network/interfaces/macs/mac/mac</td>
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<td></td>
</tr>
<tr>
<td>network/interfaces/macs/mac/subnet-id</td>
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</tr>
<tr>
<td>public-hostname</td>
<td></td>
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<tr>
<td>public-ipv4</td>
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<td>region</td>
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<td>reservation-id</td>
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<td>security-groups</td>
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<td>security-groups-ids</td>
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<td>vpc-id</td>
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</table>

<table>
<thead>
<tr>
<th>Microsoft Azure</th>
<th>Cloud Agent Linux</th>
<th>Cloud Agent Windows</th>
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</thead>
<tbody>
<tr>
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<td>Supported</td>
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<tr>
<td>compute.name</td>
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</tr>
<tr>
<td>compute.offer</td>
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<tr>
<td>compute.osType</td>
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<tr>
<td>compute.publisher</td>
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<tr>
<td>compute.resourceGroupName</td>
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<td>compute.subscriptionId</td>
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<tr>
<td>compute.tags</td>
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<tr>
<td>compute.version</td>
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<tr>
<td>compute.vmlid</td>
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<td>compute.vmSize</td>
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<td>network interface.ipv4.ipaddress.publicIpAddress</td>
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<tr>
<td>network interface.ipv4.subnet.address</td>
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<tr>
<td>network interface.ipv6.ipaddress.ipAddress</td>
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<tr>
<td>network interface.macAddress</td>
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</table>
### Google Compute Platform

- `instance/hostname`
- `instance/id`
- `instance/machine-type`
- `instance/network-interfaces/
  instance/network-interfaces/0/access-configs/0/external-ip`
- `instance/network-interfaces/0/ip`
- `instance/network-interfaces/0/mac`
- `instance/network-interfaces/0/network`
- `instance/zone`
- `project/numeric-project-id`
- `project/project-id`

<table>
<thead>
<tr>
<th>Cloud Agent Linux</th>
<th>Cloud Agent Windows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supported</td>
<td>Supported</td>
</tr>
</tbody>
</table>
Manage Your Agents

A quick look at your agents

1. You should see status messages within a few minutes after installation. [Learn more](#)

2. Search your agents - your agents list includes all installed agents that have connected to the Qualys Cloud Platform.

3. Agent hostname - NetBIOS name for a Windows host, DNS name for a Linux host. You can configure the name displayed. Just select View Asset Details from the Quick Actions menu.

4. A configuration profile has settings that impact agent behavior. Initial Profile is the profile provided by our service to help you get started. Want to create a profile with customized settings? Just go to Configuration Profiles and select New Profile.

5. We assign the Cloud Agent tag to agent hosts automatically. This helps you manage and report on your agent assets.
Tell me about agent status

The agent status is continuously updated to keep you informed about your agent. Not seeing any status? Read our troubleshooting tips (under Help > Online Help).

**Provisioned**
The agent successfully connected to the cloud platform and registered itself.

**Manifest Downloaded**
The cloud platform updated the manifest assigned to this agent. This tells the agent what metadata to collect from the host. The updated manifest was successfully downloaded and it is in effect for this agent. For non-Windows agents the status column shows specific manifest download status, such as Inventory Manifest Downloaded for inventory, and the following status for scans:

- VM Manifest Downloaded, PC Manifest Downloaded, FIM Manifest Downloaded, or EDR Manifest Downloaded.

**Configuration Downloaded**
A user updated the configuration profile assigned to this agent. This defines agent behavior, i.e. how the agent will collect data from the host. The updated profile was successfully downloaded and it is in effect for this agent.
Agent Downloaded
A new agent version was downloaded and the agent was upgraded as part of the auto-update process. Note the agent does not need to reboot to upgrade itself.

Inventory Scan Complete
The agent completed host discovery, collected some host information and sent it to the cloud platform. During host discovery the agent attempts to collect this information: IP address, OS, NetBIOS name, DNS name, MAC address.

Scan Complete
The agent uploaded new host metadata and an assessment was performed on the cloud platform. If there is new assessment data (e.g. new VM vulnerabilities, PC datapoints) the cloud platform processes this data to make it available in your account for viewing and reporting.
Easily view current Asset Details

Asset Summary and sections that follow show you current asset data returned from the latest inventory scan and the latest full scan (assessment).

Drill down to the various sections to view comprehensive details returned from vulnerability assessments. You can view control datapoints when your account has Policy Compliance (PC) enabled, and alert notifications when Continuous Monitoring (CM) is enabled.
Take bulk actions on agents

Activate, Deactivate, Uninstall multiple agents in one go!
Select agents from your agents list, open the Actions menu and select the bulk action to apply.

Change configuration
Agents have a default configuration and this controls how agents behave. You can change agent configuration by creating configuration profiles, and change the order they are applied.

Tip - Double click Initial Profile to view the default settings provided by Qualys

Initial Profile is the default profile with configuration settings provided by Qualys. This is assigned to agents by default at installation time. You can easily view the profile settings.

Profile settings impact many agent behaviors. How and when the agent collects metadata, when it should sync with the cloud platform, when to do self-updates, tuning of performance and bandwidth utilization, etc. You can create custom profiles and assign to hosts.
**Best Practices** You might want to assign different agent configurations for different parts of your network infrastructure, i.e. laptops, servers, desktops, datacenters. Just tag your hosts according to your groupings and assign these tags to different configuration profiles.
Tagging agent hosts

The dynamic asset tagging features help you manage your agent host assets just like other assets in your subscription.

The Cloud Agent tag is assigned to every agent host. Select this tag and you’ll see the number of agent hosts (assets).

The Find assets option lets you find agent assets.

You might want to tag agent hosts to help you organize them and report on them.
Looking for agent files?

The agent is centrally managed by the cloud platform. For this reason you should not edit or execute the agent files installed on your hosts - we list these here for your information. For help with troubleshooting you might want to review the log files.

What’s included? Program files, the manifest (instructions for what data the agent collects), configuration (how the agent behaves), snapshot database and log files.

**Windows Agent**

C:\Program Files (x86)\QualysAgent\Qualys\QualysCloudAgent.exe
C:\Program Files (x86)\QualysAgent\Qualys\Uninstall.exe
C:\ProgramData\Qualys\QualysAgent\*

Log files (Log.txt, Archive.txt) are located here:
C:\ProgramData\Qualys\QualysAgent
On XP and Server 2003, log files are located here:
C:\Documents and Settings\All Users\Application Data\Qualys\QualysAgent

Have custom variables? No worries, we’ll install the agents following the environment settings defined for your hosts.

**Linux Agent, BSD Agent, Unix Agent, Mac Agent**

/etc/init.d/qualys-cloud-agent
/etc/rc.d //BSD
/etc/qualys/cloud-agent/qagent-log.conf
/var/log/qualys/qualys-cloud-agent.log
/var/opt/qualys/qualys-cloud-agent.log //Unix
/usr/local/qualys/cloud-agent/* //Linux/BSD, Unix

Still need help? Click here to troubleshoot.
Using Qualys Platform Apps

As soon as agents discover issues on your hosts you’ll know about them right away!

Our Qualys Cloud Platform applications - VM, PC, AV, CM and more! - automatically integrate vulnerability management data and policy compliance data collected by agents. A change reported by an agent to the cloud platform is immediately assessed, and updated asset data is available in your account right away.

Your Qualys applications bring you:
- Current security posture for your hosts
- Details on up-to-the minute assessments and security threats
- Reports on the latest asset data, and the ability to schedule them
- Alerts as soon as certain host changes occur (using Continuous Monitoring)

Jump in to your account anytime to get the latest security updates!

Vulnerability Management

The latest Vulnerability Management assessment data is available in your Qualys account at all times from scans performed by the cloud agent platform.

You’ll see agent hosts listed on the Host Assets tab with the tracking method Agent.
Just click to see comprehensive host information.

Once a light scan is complete, you’ll see basic information about the agent host.

For this host we already added tags using the Asset Management application.

VM assessment data appears in the Vulnerabilities section for an agent host, just like it does for traditional hosts tracked by another tracking method.

Once a full scan is complete, you’ll see assessment data in the Vulnerabilities section.
You can create VM Reports on agent hosts with up to the minute asset data as needed, or schedule them to run at a convenient time.

Tip - You can select the Cloud Agent tag to report on all your agent hosts.

This sample High Severity Report shows detailed results for an agent host - the details appear just like any other host in your subscription.

How do I run this report? Go to VM/VMDR > Reports > Templates, select the High Severity Report and then Run from the Quick Actions menu.
The same applies to Patch Reports. You can run a Patch Report to find the patches that are needed for agent hosts, just like you do for host tracked by IP address, NetBIOS or DNS. If you select the Cloud Agent tag for the report target, your report includes all host agents in your account.

How do I run this report? Go to Reports > Report Templates, select Qualys Patch Report then Run from the Quick Actions menu.

Policy Compliance

The latest Policy Compliance data is available in your Qualys account at all times from scans performed by the cloud agent platform. You’ll see agent hosts listed on the Host Assets tab with the tracking method Agent.

Once a full scan is complete, the Compliance section shows you a list of policies with controls that have been evaluated for this host.

- Create PC reports on agent hosts with up to the minute asset data as needed, or schedule them to run at a convenient time.
- Download the latest Individual Host Compliance Report (pdf) from the Host Information.
- Select the Cloud Agent tag for the target to report on agent hosts in your account.
Continuous Monitoring

Using Continuous Monitoring you’ll be alerted within minutes of a change happening on an agent host, just like any other host in your subscription. Here’s a quick way to get started.

Go to Configuration > Monitoring Profiles and select New Profile

Choose agent hosts by selecting tags or IPs/Ranges.

Tip - Select from IP network range tags in your account (like a custom asset group, a business unit, or a custom tag defined using AssetView).

We recommend the Initial Ruleset to get started. (You can customize this now, or do it later)

Set up notification options - frequency and distribution group (be sure to include yourself).

That’s all there is to it! You’ll start getting alerts on your agent hosts. At any time you can update the ruleset or profile to change what you’ll be alerted on and when.
Appendix

End-of-Service Cloud Agent Versions

Please see the table below for the cloud agent versions that are no longer supported.

<table>
<thead>
<tr>
<th>Platform</th>
<th>End-of-Service Agent Version</th>
<th>Latest GA Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>Prior to 2.1</td>
<td>May 2018</td>
</tr>
<tr>
<td>Linux</td>
<td>Prior to 2.0</td>
<td>April 2018</td>
</tr>
<tr>
<td>IBM AIX</td>
<td>Prior to 2.0</td>
<td>November 2017</td>
</tr>
<tr>
<td>MacOS</td>
<td>Prior to 2.0</td>
<td>June 2018</td>
</tr>
</tbody>
</table>

How to find agents that are no longer supported?

There are a few ways to find your agents from the Cloud Agent and Global IT Asset Inventory UI.

Search by Agent Version

For example, you can find agents by the agent version number by navigating to Cloud Agent > Agent Management > Agents and using the following search query:

agentVersion<2.1*
Appendix

How to find agents that are no longer supported?

**Search by Software Lifecycle Stage**

For example, you can find agents by the software name and lifecycle stage by navigating to Global IT Asset Inventory > Inventory > Software and using the following search query:

```
Software:((name:Qualys) and lifecycle.stage: 'EOL/EOS')
```

**Use Cloud Agent Dashboard**

Go to Dashboard and you’ll see widgets that show distribution by platform.
What action do I need to take?

Upgrade your deployed agents
Upgrade your cloud agents to the latest version. See instructions for upgrading cloud agents in the following installation guides: Windows | Linux | AIX/Unix | Mac | BSD

Tip - All Cloud Agent documentation, including installation guides, online help and release notes, can be found at qualys.com/documentation.

Install the latest version for future deployments
You’ll want to download and install the latest agent versions from the Cloud Agent UI. Please refer Cloud Agent Platform Availability Matrix for details.
Best Practices for Agent Binary Upgrade

1) We recommend customers use the auto upgrade feature, or upgrade agents quarterly:
   - Best: Enable auto upgrade in the agent Configuration Profile. This method is used by ~80% of customers today. This is the best method to quickly take advantage of Qualys’ latest agent features.
   - Better: Certify and upgrade agents via a third-party software package manager on a quarterly basis.
   - Good: Upgrade agents via a third-party software package manager on an as-needed basis.

2) Qualys highly recommends that customers download and update their Gold Image builds quarterly, even if auto upgrade is enabled in the Configuration Profile.

Why should I upgrade my agents to the latest version?

Beyond routine bug fixes and performance improvements, upgraded agents offer additional features, including but not limited to:

- **Cloud provider metadata** - Attributes which describe assets and the environment in the Public Cloud (AWS, Azure, GCP, etc.)
- **Enhanced Java detections** – Discover Java in non-standard locations
- **Middleware auto discovery** – Automatically discover middleware technologies for Policy Compliance
- **Support for other modules** – Patch Management, Endpoint Detection and Response, File Integrity Monitoring, Security Analytics
- **ARM support** – ARM architecture support for Linux
- **User Defined Controls** – Create custom controls for Policy Compliance
- **On Demand Scan** – Force agent to start collection for Vulnerability Management, Policy Compliance, etc.
- **Multiple proxy support** – Set secondary proxy configuration
- **Unauthenticated Merge** – Merge unauthenticated scans with agent collections