



Cloud Agent for Linux PowerPC (LE)

Installation Guide

Agent Version 2.6.8

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Table of Contents

Preface	5
About Qualys	5
Contact Qualys Support	5
Get Started	6
Qualys Cloud Agent Introduction	6
Cloud Agent Platform Availability for Linux PowerPC (LE)	6
A few things to consider... ..	6
Cloud Agent requirements	6
What are the installation steps?	7
Run as user and user's default group	7
Need help with troubleshooting?	7
Credentials - what are my options?	7
Installation	8
Tips and best practices	8
How to download Agent Installer	9
Installation steps	11
What you'll need	11
Steps to install Agents	11
Install Agents in Gold Images	11
What happens next?	12
Troubleshooting	12
Proxy configuration	13
Multiple Proxy Server support in Proxy URL	14
Anti-Virus and HIPS Exclusion / Whitelisting	15
Using the hostid from previous installation	16
Configuration Tool	17
Command line options	17
Use cases	19
On Demand Scan	21
Best Practices	23
Upgrading Cloud Agent	23
Uninstalling Cloud Agent	23
Agentless Tracking and Cloud Agents	24
Certificate Support on SUSE Linux Enterprise	25

Proxy Configuration Encryption Utility26

Preface

Welcome to Qualys Cloud Agent for Linux PowerPC (LE). This user guide describes how to install cloud agents on hosts in your network.

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.

Contact 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

Thank you for your interest in Qualys Cloud Agent!

This document tells you all about installing Qualys Cloud Agent for Linux PowerPC (LE). We'll tell you about Requirements, Installation Steps, Proxy Configuration, Anti-Virus and HIPS Exclusion / Whitelisting, how to use our Agent Configuration Tool, Best Practices and more.

Qualys Cloud Agent Introduction

Qualys Cloud Platform gives you everything you need to continuously secure all of your global IT assets. Now with Qualys Cloud Agent, there's a revolutionary new way to help secure your network by installing lightweight cloud agents in minutes, on any host anywhere - server, virtual machine, laptop, desktop or cloud instance.

Get informed quickly on Qualys Cloud Agent (CA).

Video Tutorials

[Cloud Agent Platform Introduction \(2m 10s\)](#)

[Getting Started Tutorial \(4m 58s\)](#)

Cloud Agent Platform Availability for Linux PowerPC (LE)

Refer to the [Cloud Agent Getting Started Guide](#) for information on supported operating systems and versions.

A few things to consider...

Cloud Agent requirements

- Your hosts must be able to reach your Qualys Cloud Platform (or the Qualys Private Cloud Platform) over HTTPS port 443. Log into the Qualys Cloud Platform and go to Help > About to see the URL your hosts need to access.
- To install Cloud Agent for Linux PowerPC (LE), you must have root privileges, non-root with Sudo root delegation, or non-root with sufficient privileges (VM license only). Proxy configuration is supported. [Learn more](#)
- The Cloud Agent requires minimum 512 MB RAM if you are using VM/PC. Minimum 1GB RAM is required for VM/PC.
- Minimum 200 MB of disk space is required.

What are the installation steps?

Our Cloud Agent UI walks you through the steps to install agents on your hosts. Once the agent is installed you will need to provision it using our agent configuration tool. You might want to configure proxy settings for our agent to communicate with our cloud platform.

Run as user and user's default group

Typically, the agent installation requires root level access on the system (for example in order to access the RPM database). After the Cloud Agent has been installed it can be configured to run in a specific user and group context using our configuration tool. This ability limits the level of access of the Cloud Agent. [Learn more](#)

Need help with troubleshooting?

We recommend you inspect the agent's log file located here:

`/var/log/qualys/qualys-cloud-agent.log`

Learn more

[Troubleshooting](#)

[Error messages](#)

Credentials - what are my options?

Use an account with root privileges

This is recommended as it gives the Cloud Agent for Linux PowerPC (LE) enough privileges to gather necessary information for the host system's evaluation.

Use a non-root account with Sudo root delegation

Either the non-root user needs to have sudo privileges directly or through a group membership. Be sure NOPASSWD option is configured.

Here is an example of agentuser entry in sudoers file (where "agentuser" is the user name for the account you'll use to install the Linux PowerPC (LE) Agent):

```
%agentuser ALL=(ALL) NOPASSWD: ALL
```

Use non-root account with sufficient privileges

The specific privileges needed are:

- 1) execute "rpm" for automatic update
- 2) agent requires certain commands to operate which varies environment to environment. For permission related issues, refer the log files.

Installation

It's easy to install Cloud Agent for Linux PowerPC (LE). We'll walk you through the steps quickly.

Qualys provides installers and packages for each supported operating system that are coded for each Qualys platform. It's not possible to connect an agent coded for one platform to another platform. Organizations can use their existing software distribution tools (SCCM, BigFix, rpm, Casper, etc.) to install the agent into target machines. Cloud Agent can be installed into gold images including VM templates and cloud provider images such as Amazon AWS, Microsoft Azure, and Google Compute Platform.

The platform supports detection of duplicate agent IDs and automatically re-provisions the duplicate agents. The section [Install Agents in Gold Images](#) describes how to install an agent into a gold image without initial provisioning. This is the recommended method to prevent duplicate asset records.

Customers using software distribution tools must package the Qualys-provided installer along with the specific Activation Key and Customer ID strings to install properly. Do not package up the artifacts that are installed by the agent into your own installer as the installation environment is keyed for that specific machine when the agent is installed; doing so will create duplicates that the platform may not be able to easily de-duplicate.

Keep in mind - Depending on your environment, you might need to take steps to support communications between agent hosts on your network and the Qualys Cloud Platform.

[Tips and best practices](#)

[How to download Agent Installer](#)

[Installation steps](#)

[Proxy configuration](#)

[Multiple Proxy Server support in Proxy URL](#)

[Need to Bypass Proxy?](#)

[Using the hostid from previous installation](#)

[If you are reinstalling the agent on the same machine, and you want to reuse the earlier hostid, set HostIdSearchDir to /root/hostdir.](#)

Tips and best practices

What is an activation key? You'll need an agent activation key to install agents. This provides a way to group agents and bind them to your subscription with Qualys Cloud Platform. You can create different keys for various business functions and users.

Benefits of adding asset tags to an activation key Tags assigned to your activation key will be automatically assigned to agent hosts. This helps you manage your agents and report on agent hosts.

Running the agent installer You'll need to run the installer from an elevated command prompt, or use a systems management tool using elevated privileges.

Be sure to activate agents to provision agents for modules - Vulnerability Management (VM) and Policy Compliance (PC). Activating an agent for a module consumes an agent license. You can set up auto activation by defining modules for activation keys, or do it manually in the Cloud Agent UI.

What happens if I skip activation? Agents will sync inventory information only to the cloud platform (IP address, OS, DNS and NetBIOS names, MAC address), host assessments will not be performed.

How many agents can I install? You can install any number of agents but can activate an agent only if you have a license. The Agents tab in the Cloud Agent UI tells you about your installed agents.

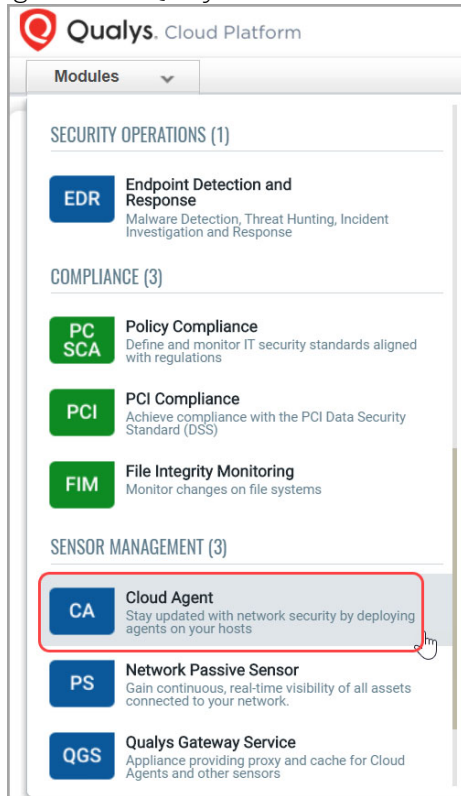
Check to be sure agents are connected Once installed agents connect to the Qualys Cloud Platform and provision themselves. You can see agent status on the Agents tab - this is updated continuously. If your agent doesn't have a status, it has not successfully connected to the cloud platform and you need to troubleshoot.

net-tools package You may need to install the net-tools package on agent endpoints, if not already present, in order to run network commands. This is required on systems running Suse 12 to Suse 15 since some commands like netstat, /sbin/ifconfig, route are deprecated.

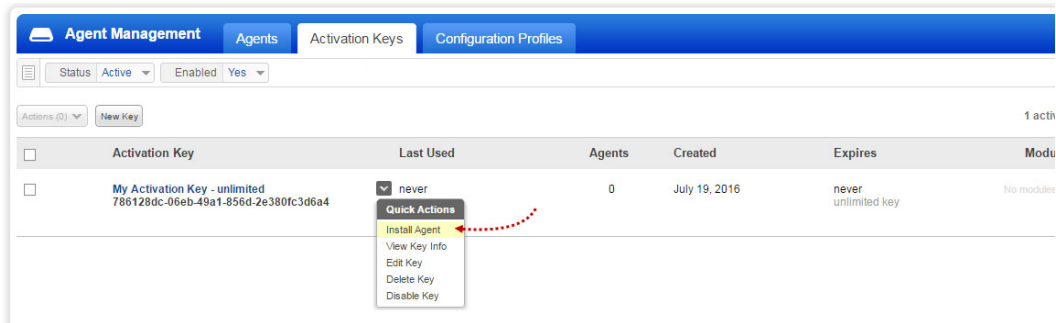
How to download Agent Installer

Here's how to download an installer from the Qualys Cloud Platform and get the associated Activation ID and Subscription ID.

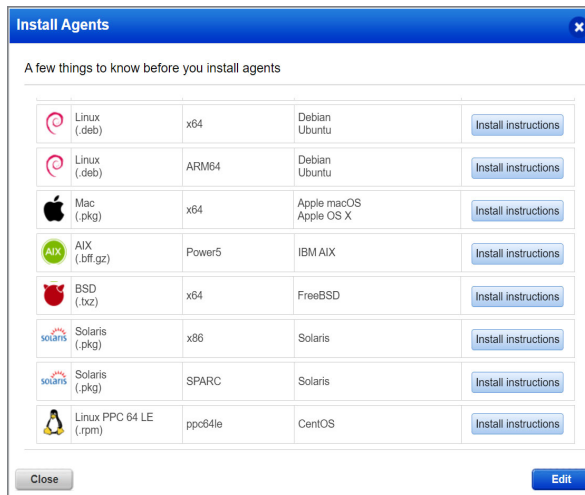
Log into the Qualys Cloud Platform and select **CA** for the Cloud Agent module.



Choose an activation key (create one if needed) and select **Install Agent** from the Quick Actions menu.



Click **Install instructions** for the target host.



What happens? The Agent installer is downloaded to your local system, and in the UI you'll see the associated Activation key ID and Subscription ID - copy and paste this to a safe place, you'll need it to complete the installation.

Installation steps

What you'll need

To install cloud agents, you'll need to download the Cloud Agent installer and get the associated ActivationID and CustomerID. Just log into the Qualys Cloud Platform, go to the Cloud Agent (CA) module, and follow the installation steps for Linux PPC 64 LE (.rpm) to get everything you need.

[Cloud Agent requirements](#)

Steps to install Agents

1. Copy the Qualys Cloud Agent installer onto the target host.
2. Install the Qualys Cloud Agent using the following commands for Linux PPC 64 LE.

```
> sudo rpm -ivh qualys-cloud-agent.rpm
> sudo /usr/local/qualys/cloud-agent/bin/qualys-cloud-agent.sh
ActivationId=xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxx
CustomerId=xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxx
```

Install Agents in Gold Images

These steps are similar to installing on Linux PPC 64 LE (.rpm) hosts, with an extra step to restart the Qualys Cloud Agent service and AMI instance.

1. Start the Gold Image instance.
2. Copy the Qualys Cloud Agent RPM onto the instance.
3. Install the Qualys Cloud Agent RPM using the following command:

```
> sudo rpm -ivh qualys-cloud-agent.rpm
```

4. Stop Qualys Cloud Agent service:

```
> sudo service qualys-cloud-agent stop
```

5. Run the Qualys Cloud Agent installation command:

```
> sudo /usr/local/qualys/cloud-agent/bin/qualys-cloud-agent.sh  
ActivationId=xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx  
CustomerId=xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx
```

6. Stop the instance and create an image out of the instance. This completes the bake-in process.

When the instance is started it will activate the Cloud Agent which will provision itself and continue functioning as expected.

What happens next?

We'll start syncing asset data to the cloud!

Once installed an agent connects to the Qualys Cloud Platform and provisions itself. We would expect you to see your first asset discovery results within a few minutes. The first assessment scan in the cloud takes some time, after that scans complete as soon as new host metadata is uploaded to the cloud platform.

Troubleshooting

You'll find helpful information in Qualys online help.

Learn more

[Troubleshooting](#)

[Error messages](#)

Cloud agents installed on SUSE may throw SSL communication errors while trying to communicate with the Qualys Platform. This happens when the certificate files are not present on the host asset. Refer [Certificate Support on SUSE Linux Enterprise](#) for solution to fix the issue.

You might also be interested in...

[Proxy configuration](#)

[Multiple Proxy Server support in Proxy URL](#)

[Need to Bypass Proxy?](#)

[Using the hostid from previous installation](#)

If you are reinstalling the agent on the same machine, and you want to reuse the earlier hostid, set HostIdSearchDir to /root/hostdir.

Proxy configuration

Good to Know By default the Cloud Agent for Linux PowerPC (LE) will operate in non-proxy mode. The agent can be configured to use an HTTPS proxy for internet access.

Note: For Azure Security Center (ASC), use an HTTP proxy.

What are my options?

The agent can be configured to use an HTTPS proxy in one of these ways:

1) /etc/sysconfig/qualys-cloud-agent - applies to Cloud Agent for Linux PowerPC 64 (LE).(rpm)

2) /etc/environment - applies to Cloud Agent for Linux PowerPC 64 (LE).(rpm)

Tip - Option 2) is a better choice if the systemwide proxy will be used by the agent.

Tell me the steps

Here are the steps to enable the Linux PowerPC (LE) agent to use a proxy for communication with our cloud platform:

1) if /etc/sysconfig/qualys-cloud-agent file doesn't exist create it

2) add 1 of the following lines to the file (1 line only):

```
https_proxy=https://[<username>:<password>@]<host>[:<port>]
qualys_https_proxy=https://[<username>:<password>@]<host>[:<port>]
```

where <username> and <password> are specified if the https proxy uses authentication. If special characters are embedded in the username or password (e.g. @, ., \$) they need to be url-encoded. where <host> is the proxy server's IPv4 address or FQDN. where <port> is the proxy's port number.

If the proxy is specified with the https_proxy environment variable, it will be used for all commands performed by the Cloud Agent. If the proxy is specified with the qualys_https_proxy environment variable, it will only be used by the Cloud Agent to communicate with our cloud platform.

Note: You can use the [Proxy Configuration Encryption Utility](#) to encrypt the user name and password that you provide to the proxy environment variable.

3) change the permissions using these commands:

```
chown <cloud_agent_user> /etc/sysconfig/qualys-cloud-agent
chmod 600 /etc/sysconfig/qualys-cloud-agent
```

Where <cloud_agent_user> is a user configured through the [Configuration Tool](#).

4) restart qualys-cloud-agent service using the following command:

```
service qualys-cloud-agent restart
```

Need to Bypass Proxy?

By default the Cloud Agent for Linux PowerPC (LE) will operate in non-proxy mode. But in the event, if you are already using proxy mode and need to switch to non-proxy mode, you need to configure agent to use `no_proxy` in `/etc/environment`. Environment variable `'no_proxy'` is used to bypass proxy. Curl library honors `'no_proxy'` environment variable. If `'no_proxy'` is set, curl will not use proxy even if any proxy environment variable is set.

Here are the steps to enable the Linux PowerPC (LE) agent to use a `no_proxy` for communication with our cloud platform:

- 1) Edit `/etc/environment` file.
- 2) Add following line (bold faced) where `qualys_https_proxy` is mentioned:

```
qualys_https_proxy=https://[<username>:<password>@]<host>[:<port>]  
no_proxy=<pod domain name>
```

Note: For init.d based systems, you need to prefix `'export'` to `'no_proxy'` line.

Multiple Proxy Server support in Proxy URL

The Cloud Agent has support for multiple proxy servers defined in the Proxy URL. Cloud Agent will use the first proxy server in the list for its connection, if it fails to connect, the agent will use the next configured proxy server in the list until all proxy servers are attempted. You can have up to five proxy servers included in the proxy URL.

Each time the Cloud Agent connects to the Qualys Platform, it always uses the first proxy server in the ordered list. You can use the [Configuration Tool](#) to set the proxy order to be sequential or random. The agent does not maintain a history of last proxy server used.

This proxy configuration can be used with the Qualys Gateway Service or third-party proxy servers. There is no requirement that the failover proxy servers need to be on the same subnet as the first proxy server; as long as the Cloud Agent can connect to other proxy servers even on other subnets, the agent will use those proxy server(s) if the first proxy server is not available.

You can configure multiple proxies in any of the files mentioned in the section [What are my options?](#)

Multiple proxies can be configured with `qualys_https_proxy` or `https_proxy` environment variables. It is recommended that you provide multiple proxies in the `qualys_https_proxy` environment variable.

The following example shows how to set multiple proxies:

```
qualys_https_proxy="https://[<username>:<password>@]<host1>:<port>;  
https://[<username>:<password>@]<host2>:<port>;  
https://[<username>:<password>@]<host3>:<port>"
```

The list of proxies must be given in double quotes (“...”) and separated by a semi-colon (;), and if “;” is embedded in username/password, you must url-encode it. You can use the [Proxy Configuration Encryption Utility](#) to encrypt the user name and/or password that you provide to the proxy environment variable.

You can combine multiple proxy certificates into a single file, and place it at same location as earlier /etc/qualys/cloud-agent/cert/ca-bundle.crt. Ensure that all certificates are valid, else you might get SSL/certificate errors.

Anti-Virus and HIPS Exclusion / Whitelisting

Have Anti-Virus or HIPS software installed? It's required that the following files, directories, and processes are excluded or whitelisted in all security software installed on the system in order to prevent conflicts with the Cloud Agent.

Directory list used by Cloud Agent installation

```
/etc
/etc/init.d
/etc/qualys
/etc/qualys/cloud-agent
/etc/qualys/cloud-agent/cert
/etc/qualys/cloud-agent/.suse
/etc/qualys/cloud-agent/.systemd
/usr/local
/usr/local/qualys
/usr/local/qualys/cloud-agent
/usr/local/qualys/cloud-agent/bin
/usr/local/qualys/cloud-agent/lib
/usr/share/doc
/usr/share/doc/qualys-cloud-agent-<version>
```

Agent daemon process “qualys-cloud-agent”

The agent runs as daemon process “qualys-cloud-agent”.

The agent runs various read-only commands during the scanning process. These are the same commands run by a scan using a scanner appliance. [Learn more](#)

<https://community.qualys.com/message/16520>

Some transient files are created during agent execution

```
/usr/local/qualys/cloud-agent/Config.db
- this is the current agent configuration
```

```
/usr/local/qualys/cloud-agent/manifests/*.db
- this contains manifests used during agent based scans
```

Using the hostid from previous installation

If you are reinstalling an agent on a host and you wish to use the same hostid used in the previous installation, set the hostid directory location to the same location used in the previous installation.

For example, let's say in the previous installation you use HostIdSearchDir=/root/hostdir while setting the activation key, it creates hostid under /root/hostdir/qualys/. When you uninstall the agent it doesn't remove /root/hostdir/qualys/hostid.

If you are reinstalling the agent on the same machine, and you want to reuse the earlier hostid, set HostIdSearchDir to /root/hostdir.

Configuration Tool

The Agent Configuration Tool gives you many options for configuring Cloud Agent for Linux PowerPC (LE) after installation. You'll find this tool at `/usr/local/qualys/cloud-agent/qualys-cloud-agent.sh`.

Our configuration tool allows you to:

- Provision agents
- Configure logging - set a custom log level and log file path
- Enable Sudo to run all data collection commands
- Configure the daemon to run as a specific user and/or group
- Change the ActivationID, CustomerID and/or platform configuration

The Agent will automatically pick up changes made through the configuration tool so there is no need to restart the agent or reboot the agent host.

Note: While switching from low privileged user to high privileged user, it is not recommended to directly run the configuration tool on the already running agents. The user should first stop the agent and then run the configuration tool to switch to a high privileged user.

Command line options

`qualys-cloud-agent.sh` supports these command line options.

Configuration option	Description
ActivationId	A valid activation key ID (UUID). This value is obtained from the Cloud Agent UI (go to Activation Keys, select a key then View Key Info). This parameter is required to provision an agent.
CustomerId	A valid customer ID (UUID). This value is obtained from the Cloud Agent UI (go to Activation Keys, select a key then Install Agent). This parameter is required to provision an agent.
LogLevel	A log level (0-5). A higher value corresponds to more verbosity. Default is to report only errors (0).
LogFileDir	A full path to the log file. By default the path is <code>/var/log/qualys/</code>
UseSudo	Set to 1 to run all data collection commands using the sudo escalation method. By default sudo is not used (0). Limitations of using UseSudo=1
SudoCommand	A command for privilege escalation such as <code>SudoCommand pbrun</code> . If the command has spaces it must be double quoted.

Configuration option	Description
User	A valid username if you want the daemon to run as a certain user. The daemon will start as root but will drop to the specified user, and continue running as the specified user.
Group	A valid group name if you want the daemon to run as a certain group. The daemon will switch to the specified group (if any).
HostIdSearchDir	(Available using Linux Agent 1.3.3 and later) The directory where the host ID file is located. This file contains a host ID tag assigned to the system by Qualys. By default the directory is /etc/ and the location of the host ID file is /etc/qualys/hostid
LogDestType	(Available using Linux Agent 1.3.3 and later) The destination of log lines generated by Linux Agent. Set to file or syslog . If set to file specify the location of the log file. By default the destination is a log file: /var/log/qualys/qualys-cloud-agent.log
ServerUri	Use this option to migrate the agent from one Qualys subscription to another (on same POD or PCP). ServerUri takes the URL of the Qualys shared Pod or PCP you want to migrate the Agent to, in the following format: ServerUri=<http_url>/CloudAgent where <http_url> is the URL of the Qualys shared Pod or PCP. If the subscription is on the same POD, the ServerUri is the same. Use this option along with ActivationId and CustomerId in order to move the agent to another Qualys shared Pod or PCP. Note: The agent requires the appropriate Activation ID and Customer ID that are on the new subscription/platform. The original IDs cannot be used as they are unique per subscription.
CmdMaxTimeOut	Execution of a command is dropped if the time taken to execute is more than the specified value. Default timeout is 1800 seconds (30 minutes).
ProcessPriority	Specify the Linux niceness scale between -20 to 19 to set a priority for the Qualys cloud agent process. The lower the number the more priority the agent process gets. Default value is zero.

Configuration option	Description
QualysProxyOrder	If you are using multiple proxies, set the proxy order to be sequential or random. Sequential: QualysProxyOrder=sequential OR QualysProxyOrder=seq Random: QualysProxyOrder=random
MaxRandomScanInterval	This option will enable the Agent to upload at the configured VM scan interval and adding a randomized interval. The random interval can be any value between 0 and the configured MaxRandomScanInterval seconds. MaxRandomScanInterval can be set to any value between 0 (default) to 4294967295

Limitations of using UseSudo=1

If you configure the cloud agent for **UseSudo=1** to run commands using the sudo escalation method, you may face any of the following issues:

- Commands run by the cloud agent or any script added in the cloud agent manifest, fail to get the custom path set in the PATH environment.
- Scan results show empty values for service_list, bios_info, and service_info, when the agents fails to find related path in the PATH environment.

This happens because when you set UseSudo=1, the agent tries to find the custom path in the **secure_path** parameter located in the /etc/sudoers file. If this parameter is not set, the agent then tries to find the custom path in the path that is used when you run **sudo sh**.

To resolve this issue, add your custom path or the path used by the agent while scanning for service_list, bios_info, and service_info, to the secure_path parameter. If you have disabled secure_path parameter, add the respective paths to the path that is used when you run sudo sh.

Alternatively, you can configure the agent for UseSudo=0.

Note: For RHEL platforms, if you run argument UseSudo=0 with agent configuration tool and do revocation, qualys-cloud-agent process is still **running** in background. Ideally, qualys-cloud-agent process should have stopped after revocation. This is known limitation with UseSudo=0 while it works for UseSudo=1.

Use cases

Example 1 - Provision Agent

The following example shows how to provision Qualys Cloud Agent. Please note that this method of activation will assume that root user should be used by the agent.

```
$ /usr/local/qualys/cloud-agent/bin/qualys-cloud-agent.sh
ActivationId="022224c8-31c7-11e5-b4f7-0021ccba987e"
CustomerId="146556fa-31c7-11e5-87b6-0021ccba987e"
```

Example 2 - Use non-root account

The following example shows how to configure Qualys Cloud Agent to use a non-root account for running data collection commands.

```
$ /usr/local/qualys/cloud-agent/bin/qualys-cloud-agent.sh
ActivationId="022224c8-31c7-11e5-b4f7-0021ccba987e"
CustomerId="146556fa-31c7-11e5-87b6-0021ccba987e" UseSudo=1
User=scanuser
Group=wheel
```

Keep in mind - A new group needs to exist when the configuration command runs. The expectation is that the non-root user will be added to the specified group to allow it to access binary and temporary files that comprise Qualys Cloud Agent. In order to perform unattended data collection the non-root user needs to have sudo privilege without a password.

Example 3 - Raise logging level

It is also possible to instruct Qualys Cloud Agent to log events at a higher than normal logging level using the following command:

```
$ /usr/local/qualys/cloud-agent/bin/qualys-cloud-agent.sh
LogLevel=4
```

Note we've omitted the ActivationID and CustomerID parameters to illustrate the configuration tool can be used to adjust the log level after provisioning.

On Demand Scan

You can run an On Demand Scan to instruct the agent to immediately scan as long as the agent is not already scanning. The On Demand Scan runs independently of the interval scan that you configure in the Configuration Profile and will reset the scan interval on the local agent after a successful scan.

Prerequisite: The agent must be activated for that specific Qualys application for which you are running the On Demand Scan. When activated, the Agent downloads manifests for that application from the Qualys platform; if the manifest is not present for that type, On Demand Scan will not execute.

Use the `cloudagentctl.sh` script to run the OnDemand Scan. You'll find this script at `/usr/local/qualys/cloud-agent/bin/`.

```
># ./cloudagentctl.sh action={demand} type={vm|pc|inv} cputhrottle={0-1000}
```

Where `action` and `type` are mandatory parameters.

action is "demand", meaning an On Demand Scan.

type is the application for which you want to run the scan (the agent must be activated for the respective application first).

cputhrottle is 1-1000. Default is 0, which is no throttling.

For example, to initiate an On Demand Scan for the Vulnerability Management application (VM) with no throttling:

```
># ./cloudagentctl.sh action=demand type=vm
The script calls the agent to run asynchronously in the background and returns to the shell prompt. The script prints a ControlId that you can track in the log file. The ControlId is the timestamp of the script initiation, e.g. On-Demand-Request ControlId: 20200427151136.0
```

The On Demand Scan logs to the same log file as the agent at `/var/log/qualys/qualys-cloud-agent.log`. You can find the logging for the scan initiation and completion in the log file.

```
2020-04-27 15:11:36.474 [qualys-cloud-agent][9710]:[Information]:[140048573286144]:OnDemandRequest Params: ControlID=20200427151136.0, Action=OnDemand, Type=VM, CPUThrottle=0"
```

If the agent is currently performing an interval scan for the same type, the On Demand Scan will delay waiting for the currently running scan to finish. The script will print a log line with this status.

```
2020-04-27 15:11:36.474 [qualys-cloud-agent][9710]:[Information]:[140048573286144]:Interval Event of same type is in progress with state INTERVAL_EVENT_SCAN
2020-04-27 15:11:36.474 [qualys-cloud-agent][9710]:[Information]:[140048573286144]:OnDemand request for
```

Control ID : 20200427151136.0 will be delayed.

If the script errors due to the manifest file not being present, check whether the Cloud Agent is activated for that particular application. If agent is activated but you still get manifest related errors while running the On Demand Scan command, the agent may not have downloaded the manifest for that application. You can manually force a manifest download by deactivating then reactivating the agent for that application from the Cloud Agent user interface module. If that doesn't correct the issue, contact Qualys Support.

Once an On Demand Scan is complete the results are logged in the log file located at `/var/log/qualys/qualys-cloud-agent.log`.

Best Practices

Here are some best practices for managing your cloud agents. Refer to the Cloud Agent Technical Whitepaper for additional documentation and best practices.

Upgrading Cloud Agent

The Qualys Cloud Platform can be used to upgrade agents to newer available versions when agents check into the platform, depending on the settings in the Configuration Profile.

Software distribution tools can package the Cloud Agent installer of a newer version to upgrade already installed agents. In those cases the agents are not configured to auto-upgrade versions.

Use following commands to upgrade your Cloud Agent:

```
rpm -Uvh package_file.rpm
```

Note: If needed, restart agent using `/usr/local/qualys/cloud-agent/bin/qagent_restart.sh` command.

Uninstalling Cloud Agent

Uninstalling the agent from the Cloud Agent module UI or API

When you uninstall a cloud agent using the Cloud Agent module user interface or Cloud Agent API, the agent and license is removed from the Qualys subscription. We'll also purge the associated agent host record and scan results for any licensed modules, i.e. Vulnerability Management, Policy Compliance.

Uninstalling the agent from the host itself

When you uninstall a cloud agent from the host itself (using the uninstall utility), the agent record, its license usage, and scan results are still present in the Qualys subscription. In order to remove the agent's host record, license, and scan results use the Cloud Agent module user interface or Cloud Agent API to uninstall the agent.

```
sudo rpm -e qualys-cloud-agent
```

Agentless Tracking and Cloud Agents

Say you're already using Agentless Tracking on hosts and now you're ready to install Cloud Agent on the same hosts. You'll want to use the same host ID tag installed on the host. This will help you to avoid duplicate assets for the same host in your account.

You can configure the location of the host ID file installed on your Linux hosts with the recommended default of /etc (the agent will create/use a 'qualys' directory under /etc). This is recommended best practice if you are interested in using Linux Agent and Agentless Tracking to evaluate the same host.

Once configured, the same file with the same host ID tag is accessed by our service when the host is evaluated using 1) Agentless Tracking AND 2) Cloud Agent.

What are the steps?

1) Check your Unix authentication record

This is the record you're using to access the system using Agentless Tracking. You'll see the location of the host ID file configured for the authentication record.

Want help with Agentless Tracking? Log into the Qualys Cloud Platform, go to Help > Contact Support and search for **Agentless Tracking**.

2) Install the Agent

Use the agent configuration tool (qualys-cloud-agent.sh) and the HostIdSearchDir option to install the Linux Agent and configure the location of the host ID file. Be sure this location matches the location defined in your authentication record. By default HostIdSearchDir is set to /etc/. To stay consistent with the Agentless Tracking location Qualys appends "/qualys/hostid" to the path provided.

Example - Install as root user and set host ID file to /mydir/qualys/hosted

```
$ /usr/local/qualys/cloud-agent/bin/qualys-cloud-agent.sh  
ActivationId="022224c8-31c7-11e5-b4f7-0021ccba987e"  
CustomerId="146556fa-31c7-11e5-87b6-0021ccba987e"  
HostIdSearchDir="/mydir/"
```


Certificate Support on SUSE Linux Enterprise

Cloud agent installed on SUSE Linux Enterprise may throw the following error for the certificate `ca-bundle.crt` when trying to communicate with the Qualys Platform. This happens when the certificate files are not present on the host asset.

```
[qualys-cloud-agent][8056]:[Error]:Http request failed:Problem with the SSL CA cert (path? access rights?): error setting certificate verify locations: CAfile: /etc/ssl/ca-bundle.crt CApath: none
```

To fix this issue, you must manually install the certificate files in the appropriate location on the host asset. You can either use the certificate files from your existing RHEL or CentOS assets or download the certificate files from the following location:

<https://curl.haxx.se/docs/caextract.html>

Download the file `cacert.pem` and rename it to `ca-bundle.pem`.

Copy the certificate files (`ca-bundle.pem`) at the following default location on SUSE Linux Enterprise 11:

```
/etc/ssl/
```

If you want to use a non default location, ensure that the directory path is added in the `/etc/qualys/cloud-agent/qagent.config` file in the following manner:

```
{
  "os": "Suse",
  "cafile": "<CustomizedPath>"
}
```

Now restart the QAgent Service.

Proxy Configuration Encryption Utility

You can use the Proxy Configuration Encryption utility to encrypt the user name and/or password (as needed) that you provide to the proxy environment variable `qualys_https_proxy` or `https_proxy`.

The **string-util** utility is included in the Cloud Agent installation package. Install or extract the Cloud Agent installation package to get the utility.

The `string-util` utility is to be used once on any system where it's installed to encrypt the values that will be used on all systems running Cloud Agent that have the same credentials. It is not required to run the utility on each system running Cloud Agent.

To use the encryption utility:

Go to `/usr/local/qualys/cloud-agent/bin`, and then export the `LD_LIBRARY_PATH` variable to `/usr/local/qualys/cloud-agent/lib`.

```
export LD_LIBRARY_PATH=/usr/local/qualys/cloud-agent/lib
```

Use the following command to run the utility to encrypt the user name and/or password. If you want to encrypt both, run the utility twice to separately encrypt the user name and password.

Note: You need root privileges to run `string-util`. If the user name or password contain special characters (e.g., `@`, `:`, `$`) they need to be url-encoded prior to using the utility.

To encrypt the user name (use double quotes):

```
./string-util "<user name_to_be_encrypted>"
```

For example,

```
./string-util "sys_account"
```

To encrypt the password (use double quotes):

```
./string-util "<password_to_be_encrypted>"
```

The utility returns the user name or password in encoded format.

For example,

```
sRpSHQP582a1+gaJwH0m3g==
```

Once you get the encrypted user name and/or password, unset the `LD_LIBRARY_PATH` variable by using the following command:

```
export LD_LIBRARY_PATH=
```

Provide the encrypted user name and password to your proxy environment variable.

```
qualys_https_proxy=https://[<#encrypted_username>:<#encrypted_password>@  
]<host>[:<port>]
```

The # delimiter indicates to the Cloud Agent that the user name and password are encrypted. Not including the # indicates that the user name and password are in plain text format.

For example (only encrypting password):

```
qualys_https_proxy=https://sys_account:#sRpSHQP582a1+gaJwH0m3g==@proxy.m  
yco.com:8080
```

For example (encrypting username and password):

```
qualys_https_proxy=https://#uWpsHMSY932b2+fdcH723d==:#sRpSHQP582a1+gaJwH  
0m3g==@proxy.myco.com:8080
```