



Cloud Agent for Unix

Installation Guide

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Preface

Welcome to Qualys Cloud Agent for Unix. 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 Unix. We'll tell you about Requirements, Installation Steps, Proxy Configuration, Anti-Virus and HIPS Exclusions, 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 \(6m 34s\)](#)

Cloud Agent Platform Availability for Unix

For the most current list of supported cloud agents with versions and modules on the Qualys Cloud Platform, please refer to the following article: [Cloud Agent Platform Availability Matrix](#)

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 Unix, 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](#)
- Minimum 512 MB RAM system memory.
- Minimum 200 MB disk space.

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

For agent version 1.6, the log file is located at `/var/log/qualys/qualys-cloud-agent.log`.

Learn more

[Troubleshooting](#)

[Error messages](#)

Privileges - what are my options?

The Qualys Cloud Agent offers multiple deployment methods to support an organization's security policy for running third-party applications and least privilege configuration. As vulnerability and configuration assessments need to be comprehensive with authenticated scans, the Cloud Agent is installed with SYSTEM level privileges eliminating the need for any authentication credentials to access local system data and artifacts.

This can be updated to any of the following options.

1. Use a non-root account with sufficient privileges:

The specific privileges required are:

- Execute "rpm"/"dpkg" for automated self-updates
- Agent requires additional commands such as "rpm-qa", "cat", "grep", "echo", "if", "cut", "egrep", "sed" to operate, which vary depending upon the Unix distribution and customer environment.

Non-root users with limited access may not be able to access certain areas of the system, such as applications installed with root privileges, and may have insufficient results or unable to leverage the full product capability.

2. Use a non-root account with Sudo root delegation

Either the non-root user needs to be assigned sudo privileges directly or through a group membership. Ensure that NOPASSWD option is configured.

Here is an example of an agent user entry in sudoers file (where “agentuser” is the username for the account that you use to install the Linux Agent):

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

You can also use secure Sudo. When you set UseSudo=1, the agent tries to find the custom path in the `secure_path` parameter located in the `/etc/sudoers` file. This can be used to restrict the path from where commands are picked up during data collection. If this parameter is not set, the agent refers to the `PATH` variable to locate the command by running `sudo sh`.

3. Use an account with root privileges

Typically, you may start with a comprehensive assessment for vulnerabilities and misconfigurations, including privilege access for administrators and root. This agent configuration provides the Cloud Agent for Linux with all the required privileges (for example to access the RPM database) to conduct a complete assessment on the host system and allows for high fidelity assessments with reduced management overheads.

However, after the Qualys Cloud Agent is installed, it can be configured to run as a specific user and group context using our Agent configuration tool. When you create a non-privileged user with full sudo, the user account is exclusive to the Qualys Cloud Agent and you can disable SSH/ remote login for that user, if needed.

The Qualys Cloud Agent does not require SSH (Secure Shell). You can also assign a user with specific permissions and categories of commands that the user can run. If the path is not provided in the command, the system provides the path and only a privileged user can set the `PATH` variables.

Considerations to select an option best suited to your environment and needs

The Qualys Cloud Agent uses multiple methods to collect metadata to provide asset inventory, vulnerability management, and Policy Compliance (PC) use cases. Some of these methods include running commands to collect a list of installed applications and versions, running processes, network interfaces, and so on.

Root access is required for some detections, including most detections that are part of PC (reading global config files related to system-wide security settings and gathering information from more than one user account). There is an exceptionally low number of QIDs in VM module that require root, other QIDs run fine without root. However, those that do need elevated privileges are likely to result into False negatives, if the user does not have the necessary privileges.

Qualys also provides a scan tool that identifies the commands that need root access in your environment. For this scan tool, connect with the Qualys support team. You can decide whether to elevate/grant the required permissions to run the commands or risk losing visibility to the information. You can grant permissions only for the specific commands/binaries that are failing.

Qualys sanitizes the PATH variable to remove any directory which is world writable as a security measure, which is designed to ensure that the Qualys Cloud Agent does not execute any custom-made scripts. This provides the option to harden or add the path, where you can configure the set of allowed directories, on which the commands can be executed during our data collection.

Qualys uses the system-appended paths to run or assume root integrity. As per NIST SP 800-53 Revision 5, control for Vulnerability Monitoring and Scanning RA-5 indicates that in certain situations, the nature of the vulnerability scanning may be more intrusive and require privileged access authorization to selected system components to facilitate more thorough vulnerability scanning.

For **PC scans**, we require the sudo/root privilege. With non-root privilege, the PC report is unreliable and does not provide a complete covering of CIS&DISA policies. As per CIS benchmarks, root privileges are required for specific detections, including most detections that are part of PC (reading global config files related to system-wide security settings and gathering information from more than one user account). Refer to any CIS benchmark (for example, <https://workbench.cisecurity.org/benchmarks/493>) on Linux which broadly assumes that operations are being performed as the root user.

Following is the paragraph from the CIS benchmark document:

“The guidance within broadly assumes that operations are being performed as the root user. Non-root users may not be able to access certain areas of the system, especially after remediation has been performed. It is advisable to verify the root user’s path integrity and the integrity of any programs being run prior to execution of commands and scripts included in this benchmark.”

For **Patch Management**, **Endpoint Detection and Response (EDR)**, and **File Integrity Monitoring (FIM)** modules, use an account with root privileges to hook into a system, perform real-time monitoring, to install patches etc., as these modules are not dependent on any signatures/command execution.

Installation

It's easy to install Cloud Agent for Unix. 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.

The platform supports detection of duplicate agent IDs and automatically re-provisions the duplicate agents.

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](#)

[What you'll need](#)

[Steps to install Agents on AIX](#)

[Proxy configuration](#)

[Multiple Proxy Server support in Proxy URL \(Unix Agent 2.5 or later\)](#)

[Anti-Virus and HIPS Exclusions](#)

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.

Be sure to activate agents to provision agents for modules - Vulnerability Management (VM), Policy Compliance (PC), or both. 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.

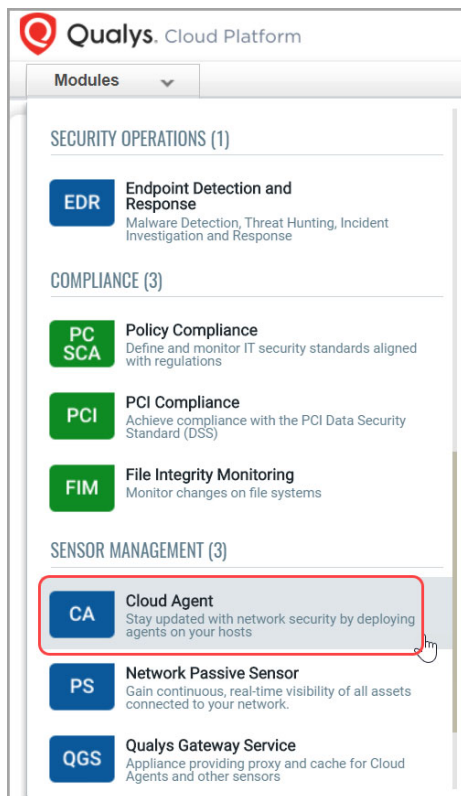
How many agents can I install? You can install any number of agents but can activate an agent only if you have a license. The Agents tab in the Cloud Agent UI tells you about your installed agents.

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.

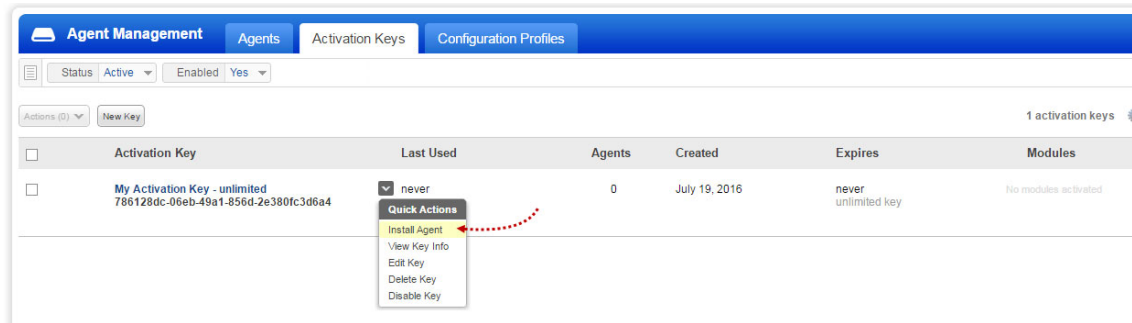
How to download Agent installer

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 and then click **Download**.

Note that AIX should be enabled in your Qualys subscription for you to see it in this list.

Installation Requirements			
	Windows (.exe)	Windows Client Versions Windows Server Versions	Install instructions
	Linux (.rpm)	Red Hat Enterprise Linux CentOS Fedora OpenSUSE SUSE Amazon Linux Oracle Enterprise Linux	Install instructions
	Linux (.deb)	Debian Ubuntu	Install instructions
	Mac (.pkg)	OS X	Install instructions
	AIX (.bff.gz)	IBM AIX	Install instructions

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 AIX.

[Cloud Agent requirements](#)

Steps to install Agents on AIX

1) Copy the Qualys Cloud Agent installer (QualysCloudAgent.bff.gz) onto the target host.

2) Rename and extract the bff.gz file

```
sudo gzip -fd QualysCloudAgent.bff.gz > QualysCloudAgent.bff
```

3) Install the Qualys Cloud Agent using the following commands:

```
> sudo installp -acXd . qualys-cloud-agent.rte  
> sudo /opt/qualys/cloud-agent/bin/qualys-cloud-agent.sh  
ActivationId=xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxxx  
CustomerId=xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxxx
```

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 AIX may throw a file not found 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 or the certificate files are present at a non-default location. [Click here](#) for the solution to fix the issue.

You might also be interested in...

[Proxy configuration](#)

[Multiple Proxy Server support in Proxy URL \(Unix Agent 2.5 or later\)](#)

[Anti-Virus and HIPS Exclusions](#)

Proxy configuration

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

Note:

If proxy connection fails then agent will NOT attempt a direct connection outbound (Fail Closed).

What are my options?

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

- 1) /etc/environment
- 2) /etc/sysconfig/qualys-cloud-agent

Tell me the steps

Here are the steps to enable the Unix agent to use a proxy for communication with our cloud platform:

- 1) if /etc/environment 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) Cloud agent will start upon installation.

Need to Bypass Proxy?

By default the Cloud Agent for Unix 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 Unix 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 (Unix Agent 2.5 or later)

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 Exclusions

Have Anti-Virus or HIPS software installed? To avoid conflicts with Cloud Agent, ensure that you exclude the following files, directories, and processes from all security software installed on the system.

Directory list used by Cloud Agent installation

```
/etc/opt/qualys  
/etc/opt/qualys/cloud-agent  
/etc/opt/qualys/cloud-agent/cert  
/etc/qualys  
/opt/qualys  
/opt/qualys/cloud-agent  
/opt/qualys/cloud-agent/bin  
/opt/qualys/cloud-agent/lib  
/opt/qualys/cloud-agent/manifests  
/opt/qualys/cloud-agent/setup  
/usr/share/doc
```



```
/usr/share/doc/qualys-cloud-agent-<version>  
/var/opt/qualys
```

For agent version 1.6, files listed under /etc/opt/qualys/ are available at /etc/qualys/, and log files are available at /var/log/qualys.

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. [Click here](#) to learn more

Some transient files are created during agent execution

```
/opt/qualys/cloud-agent/Config.db
```

- this is the current agent configuration

```
/opt/qualys/cloud-agent/manifests/*.db
```

- this contains manifests used during agent based scans

Configuration Tool

The Agent Configuration Tool gives you many options for configuring Cloud Agent for Unix after installation. You'll find this tool at `/opt/qualys/cloud-agent/bin/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.

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	<p>A log level (0-5). A higher value corresponds to more verbosity. Default is mapped to information (3).</p> <p>0 - mapped to fatal 1 - mapped to error 2 - mapped to warning 3 - mapped to information 4 - mapped to debug 5 - mapped to trace</p> <p>Note: In a debug/trace mode, the log file may contain sensitive command-line parameters or passwords for configuration files, if the passwords are in clear-text format. Qualys recommends you use a password vault or token-based authentication instead of storing passwords in the configuration file. Storing passwords in configuration files can result in non-compliance with ISO, SOC, PCI-DSS, HIPAA, and FedRAMP guidelines.</p>

Configuration option	Description
LogFileDir	A full path to the log file. By default the path is /var/opt/qualys/ For agent version 1.6, the path is /var/log/qualys.
UseSudo	Set to 1 to run all data collection commands using the sudo escalation method. By default sudo is not used (0).
SudoCommand	A command for privilege escalation such as SudoCommand pbrun. If the command has spaces it must be double quoted.
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	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	The destination of log lines generated by Unix 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/opt/qualys/qualys-cloud-agent.log For agent version 1.6, the log file is located at /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).

Configuration option	Description
ProcessPriority	Specify the Unix 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.
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

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.

```
$ /opt/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.

```
$ /opt/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:

```
$ /opt/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.

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:

```
installp -acXd . qualys-cloud-agent.rte
```

Note: If needed, restart agent using `/opt/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.

Sample uninstall command

```
installp -u qualys-cloud-agent.rte
```

Uninstall command for agent version 1.6:

```
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 Unix 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 Unix 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 Unix 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/hostid

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

Known issues

Here are some known issues/limitations in the cloud agents.

Error seen in log file during selfpatch to 1.7.3

You may see the following error in the agent log file `/var/log/qualys/qualys-cloud-agent.log`, while the agent upgrades to version 1.7.3 through selfpatch.

```
2018-08-06 05:27:19.696 [qualys-cloud-agent][8847452]:[Information]:Next
event: INTERVAL_EVENT_EXECUTE_SETUP, time left: 0 seconds
2018-08-06 05:27:19.696 [qualys-cloud-
agent][8847452]:[Information]:ExecuteSetup: /opt/qualys/cloud-
agent/setup/qualys-cloud-agent.rpm in progress
2018-08-06 05:27:20.643 [qualys-cloud-agent][8847452]:[Error]:Selfpatch
execution failed: error: /opt/qualys/cloud-agent/setup/qualys-cloud-
agent.rpm does not appear to be a RPM package
2018-08-06 05:27:20.643 [qualys-cloud-agent][8847452]:[Error]:Failed to
install cloud-agent update: /opt/qualys/cloud-agent/setup/qualys-cloud-
agent.rpm; no. of failed attempts:1
```

No action is needed. After a couple of such events, the agent eventually upgrades to version 1.7.3 successfully and starts sending events to the Qualys Cloud Platform.

Note: After the agent is upgraded through selfpatch, the log file is available at `/var/opt/qualys/qualys-cloud-agent.log`.

File not found error for ca-bundle.crt

You may see the following error in the agent log file `/var/log/qualys/qualys-cloud-agent.log`, while the agent upgrades from rpm (release 1.6.2-34) to lpp.

```
2019-03-12 01:32:30.973 [qualys-cloud-agent][9175068]:[Information]:Init
config file path:/etc/opt/qualys/cloud-agent/qualys-cloud-agent.conf
2019-03-12 01:32:30.974 [qualys-cloud-
agent][9175068]:[Information]:Cloud agent version: 2.3.1-20, platform:
AIX
...
2019-03-12 01:32:31.035 [qualys-cloud-
agent][9175068]:[Information]:Loaded manifest: 8058a702-3c79-4cf3-9c40-
a654654e3761
2019-03-12 01:32:31.408 [qualys-cloud-
agent][9175068]:[Information]:Manifest type: VMPC
2019-03-12 01:32:31.415 [qualys-cloud-
agent][9175068]:[Information]:Connection timeout: 60 seconds, Request
timeout: 600 seconds
2019-03-12 01:32:31.420 [qualys-cloud-agent][9175068]:[Information]:Cert
```



```
OS: AIX, CA path:/etc/opt/qualys/cloud-agent/ca-bundle.crt
2019-03-12 01:32:31.433 [qualys-cloud-agent][9175068]:[Error]:cloud-
agent terminated: exception in main(): File not found:
/etc/opt/qualys/cloud-agent/ca-bundle.crt
```

This error may occur if the certificate file **ca-bundle.crt** is located in one of the “qualys” folders such as /var/opt/qualys, /etc/opt/qualys, /opt/qualys, etc

It is recommend not to place the ca-bundle.crt file in any of the “qualys” folders.

You can place the ca-bundle.crt file at any place other than the “qualys” folders and then provide the file path in the /etc/qualys/cloud-agent/qagent.config file in the following manner:

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

Now restart the QAgent Service.

Certificate Support on AIX

Cloud agent installed on AIX 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 or the certificate files are present at a non-default location.

```
2017-09-26 06:45:09.499 [qualys-cloud-agent][28901532]:[Information]:Cert OS: AIX, CA
path:/var/ssl/certs/ca-bundle.crt
2017-09-26 06:45:09.502 [qualys-cloud-agent][28901532]:[Error]:cloud-agent terminated: exception in
main(): File not found: /var/ssl/certs/ca-bundle.crt
```

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>

1- Run curl command from Linux machine:

```
curl --remote-name --time-cond cacert.pem
https://curl.se/ca/cacert.pem
```

2- Rename curl output from **cacert.pem** to **ca-bundle.crt**

3- Copy the certificate file as `ca-bundle.crt` at the following default location on AIX:

```
/var/ssl/certs/
```

4- If you want to use a non default location, ensure that the directory path is added in the `/etc/opt/qualys/cloud-agent/qagent.config` and set AIX path to `/var/ssl/certs/ca-bundle.crt` in the following manner:

```
{
  "os": "AIX",
  "cafile": "/var/ssl/certs/ca-bundle.crt"
}
```

Note: For agent version 1.6, the `qagent.config` file is located at `/etc/qualys/cloud-agent/qagent.config`.

5- Now restart the QAgent Service using following command:

```
/opt/qualys/cloud-agent/bin/qcagent.sh restart
```

6- Check logs for any SSL/cert issues

```
tail -f /var/opt/qualys/qualys-cloud-agent.log
```

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 `/opt/qualys/cloud-agent/bin`, and then export the `LIBPATH` variable to `/opt/qualys/cloud-agent/lib`.

```
export LIBPATH=/opt/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 add/or password, unset the `LIBPATH` variable by using the following command:

```
export LIBPATH=
```

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
```