



## Cloud Agent

### Windows Agent Deployment

Thank you for your interest in Qualys Cloud Agent! This document gives you tips and best practices for setting up your Windows Agents. We'll tell you about requirements, [Proxy Support](#) and [Certificate Support](#).

#### A few things to consider...

##### What are the requirements?

Operating system - We support Windows XP3 and above, Windows Server 2003 SP2 and above.  
Minimum system requirements - 512 MG RAM, 200 MB storage.  
Local administrator privileges on your hosts - This is required to install agents.

##### What are the steps?

Our Cloud Agent UI walks you through the steps to install agents on your hosts. You might want to configure proxy settings and set up SHA2 certification so your agents will be able communicate with our cloud platform.

##### Need help with troubleshooting?

We recommend you inspect the agent's log files:  
C:\Program Data\Qualys\QualysAgent

On XP and Server 2003 log files are located here:  
C:\Documents and Settings\All Users\Application Data\Qualys\QualysAgent

#### Proxy Support

Windows Agent 1.2 includes a new lightweight QualysProxy tool that lets you configure proxy settings for Windows Agent. This tool stores proxy information in a Qualys owned registry path that is ACL'd to SYSTEM and Administrators. Authentication credentials are encrypted and used by the agent. Using this tool you have the option to:

- Configure proxy username and password credentials
- Configure PAC file URLs for cases when WPAD is not available
- Configure a private proxy URL that the Agent communicates through

The QualysProxy tool replaces “netsh winhttp” usage. Setting the Agent proxy using “netsh winhttp” will no longer work. Existing installations (1.1 and older) that previously used “netsh winhttp” will need to have proxy configuration set again by using the QualysProxy tool. This is to ensure that the Agent does not inadvertently inherit proxy settings previously intended for other purposes.

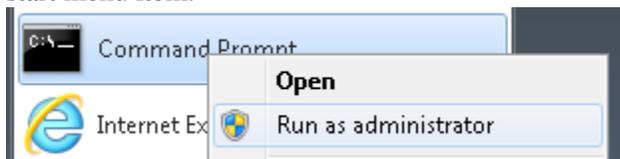
The Windows Agent will automatically pick up proxy changes made through the QualysProxy tool so there is no need to restart the service.

Changes made through the proxy tool can be verified by inspecting the Agent's log.txt file located here:  
C:\ProgramData\Qualys\QualysAgent

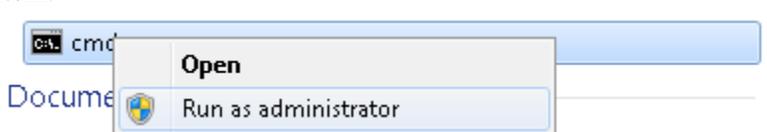
On XP and Windows Server 2003, the Agent's log.txt file is located here:  
C:\Documents and Settings\All Users\Application Data\Qualys\QualysAgent

All connection errors will be logged and proxy configuration archived each time the Agent attempts to communicate with the cloud.

The proxy tool must be run from an elevated command prompt by right clicking the command prompt start menu item:



... or by typing cmd into the Search/Run start menu edit control and right clicking on the cmd.exe menu item:



The command line interface (CLI) tool was also designed to be used in shell scripts executed by systems management software. When execution of the tool completes, the ERROR\_LEVEL will be set to 0 (zero) on success, and non-zero on error. No window'd UI is displayed to the user.

### QualysProxy installation

The QualysProxy tool, and proxy tool updates, are downloaded to the Agent whenever the Agent is self-patched. The tool is also distributed in the Agent setup when manually installed.

Once installed you'll find the proxy tool here:  
C:\Program Files (x86)\QualysAgent\Qualys\QualysProxy.exe

On Windows XP, you'll find the proxy tool here:  
C:\Program Files\QualysAgent\Qualys\QualysProxy.exe

### QualysProxy syntax

QualysProxy [/u <proxy url> [/n <proxy username>] [/p <proxy password> [/a <PAC file url>]] | [/d]

/u Proxy URL. If set, do not set /a option.

/n Username used to access proxy. If set, /u option must be set.

/p Password used to access proxy. If set, /u option must be set.

/a URL path to PAC file for proxy auto-configuration. If set, do not set /u option.

/d Deletes all Qualys cloud agent proxy settings.

Notes:

If any argument contains spaces, please surround that argument with quotes.

If any argument contains a " character, precede that character with a backslash \".

### **QualysProxy examples**

The following example shows how to set a proxy and port number:

```
QualysProxy /u http://my-proxy:12345
```

The following example shows how to set a proxy (default port: xxx) along with proxy credentials:

```
QualysProxy /u http://my-proxy /n ProxyUsername /p ProxyPassword
```

The following example shows how to tell the Agent to use a PAC file directly in lieu of allowing it to be found through WPAD:

```
QualysProxy /a http://my-pac-file-server/QualysAgent.pac
```

The following example shows how to specify credentials for use with a PAC file. The credentials will get passed to the resulting proxy URL:

```
QualysProxy /n ProxyUsername /a ProxyPassword /a http://my-pac-file-server/QualysAgent.pac
```

## **Certificate Support**

Qualys Cloud Platform certification uses SHA2-512. Windows XP and Windows Server 2003 do not include SHA2 support by default so you must install a SHA2 hotfix on these systems, otherwise certification will fail.

Want to download the SHA2 hotfix you need? Just click the link below

[Windows XP SP3 x86 SHA2 Cert Hotfix](#)

[Windows Server 2003 SHA2 Cert Hotfix](#)

[Windows XP x64 & Windows Server 2003 x64 SP2 SHA2 Cert Hotfix](#)

### **Get more information**

[Microsoft KB Article on SHA-256 support](#)

[Microsoft Developer Troubleshooting help](#)