



# Notice of End of Support (EOS) for Qualys Scanner Appliances with Serial Number 3001-17970

August 5, 2019 (Updated February 19, 2020)

Qualys is officially announcing the End of Support (EOS) for Qualys Scanner Appliances with serial number 3001-17970, effective March 31st, 2020.

At the time of EOS, customers can continue to use these scanners for scanning however with limited functionality. The operating system on these scanner appliances cannot be upgraded further and would require replacement as the newer version of the scanner engine requires a newer operating system.

These scanners will continue to receive vulnerability signature updates and they'll get scan engine updates until March 2020 (the timing of scan engine update releases may be subject to change based on Qualys Internal decisions.) Please note that certain scan engine updates, for example updates that provide new capabilities for upcoming vulnerability detections, are only supported with a newer operating system on Scanner Appliances.

Qualys Support will continue to provide general support services for any of the issues raised for these Scanner Appliances.

## Affected Scanner Appliances

Serial Number	Model Type
3001-17970	QGSA-2102-A1
	QGSA-2100-B1
	QGSA-2100-B1
	QGSA-2120-C1
	QGSA-2120-D2

## How to identify your appliance

Follow these steps to identify the appliances deployed in your account/subscription:

- 1) Log in to your Qualys account.
- 2) Go to Vulnerability Management > Scans > Appliances.
- 3) In the Personalization Code column you'll see the serial number for each physical scanner appliance (and a personalization code for each virtual scanner appliance). Compare the serial number to the ones listed above (3001-17970).

## Migration options

Coordinate with your Technical Account Manager (TAM) to determine the best possible migration/alternate option for you and get answers to pricing related questions.

Note: If the Scanner Appliance is not returned to Qualys then affected Scanner Appliance hardware is required to be E-recycled in accordance with customer's own corporate, local, state, or federal laws pertaining to disposal/recycling of E-goods.

### Virtual Scanner Appliance

You can replace affected Qualys Scanner Appliances with the Qualys Virtual Scanner Appliance. The Virtual Scanner Appliance can be deployed into a variety of environments, including but not limited to: VMWare, VirtualBox, AWS, Azure, Google Compute Environment (GCE), etc.

Virtual Scanner appliances allow:

- Flexible and expedited deployments.
- Free of physical constraints such as shipping or import delays.
- Integrates into your existing virtualization infrastructure

Refer to below additional resources:

[Setting up a Virtual Scanner](#)

[Virtual Scanner Appliance User Guide](#)

### Cloud Agent

Cloud Agent can also be used as an alternative in certain use cases to Scanner Appliances. Please refer to the following resources to learn more about Qualys Cloud Agent or contact your Technical Account Manager to understand more about it.

[Cloud Agent Platform Video](#)

[Cloud Agent Getting Started Guide](#)

### Physical Appliance Replacement

Please contact your Technical Account Manager to work on a replacement plan for your affected Qualys Scanner Appliances with the newer Scanner Appliance. This new Scanner Appliance contains the latest updates and offers increased scanning performance.