Before You Begin

You can easily install the Scanner Appliance on your network in minutes by following the 3-step Quick Start. Please review your Starter Kit package contents before you begin. The Scanner Appliance includes a user interface for configuration and management. Users may choose to use the LCD display and keypad or the optional Remote Console interface for remote access via a VT100 terminal, such as Windows HyperTerminal.

Check Package Accessories

Your Starter Kit package should contain these components:

- User Guide
- AC power cord
- CAT5 cable
- USB-to-RS232 converter cable
- 19" rack mount bracket kit (see Rack Mount Instructions — to the left)

If any components are missing or damaged, please contact Qualys Support.

Review Network Requirements

The Scanner Appliance has the following network requirements:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outbound HTTPS Access</td>
<td>Your local network must be configured to allow outbound HTTPS (port 443) access to the Internet, so that the Scanner Appliance can communicate with the QualysGuard platform.</td>
</tr>
<tr>
<td>Accessibility of Target IPs</td>
<td>The IP addresses for the hosts to be scanned must be accessible to the Scanner Appliance. This is particularly important if your network is designed with VLANs.</td>
</tr>
<tr>
<td>Bandwidth</td>
<td>Minimum recommended bandwidth connection of 1.5 megabits per second (Mbps) to the QualysGuard platform.</td>
</tr>
<tr>
<td>DHCP or Static IP</td>
<td>The Scanner Appliance is pre-configured with DHCP. If you wish to configure with a static IP address, be sure you have the IP address, netmask, default gateway, and primary DNS.</td>
</tr>
<tr>
<td>Proxy Support</td>
<td>Proxy support is available with or without authentication — basic or NTLM. The Proxy server must be assigned a static IP address and must allow transparent SSL tunneling.</td>
</tr>
</tbody>
</table>

Support

Contact Qualys Support

At Qualys, we are committed to providing customers and partners with the highest quality service on all technical and account related questions. Our dedicated staff of Security Engineers are specialized in network security to assist customers quickly and effectively — 24 hours a day, seven days a week by telephone, e-mail, and the web.

US and Canada  1 (866) 801 6161
Europe/International  +33 (0) 1 44 17 00 41
Support e-mail  support@qualys.com
Web site  www.qualys.com/support

Understanding Messages

During operation, the Scanner Appliance reports the following errors in the Scanner Appliance user interface (LCD display and Remote Console).

<table>
<thead>
<tr>
<th>Error Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Error</td>
<td>At startup, the Scanner Appliance failed to make a connection to the QualysGuard platform and the Scanner Appliance as described in the Quick Start.</td>
</tr>
<tr>
<td>Communications Failure</td>
<td>A network communication error occurred when the appliance tried to poll the QualysGuard platform during normal operation. This error can occur only after successful completion of the Quick Start.</td>
</tr>
</tbody>
</table>

See the QualysGuard Scanner Appliance User Guide for information on the available configurations options and setup steps. Appendix B provides comprehensive troubleshooting instructions that will assist you with resolving errors.

Rack Mount Instructions

To rack mount the appliance, follow these steps:

1. With a #2 flat blade screwdriver, remove all 6 plastic screws on both sides of the Scanner Appliance.
2. Attach the mounting brackets to the sides of the Scanner Appliance using a #2 Philips screwdriver and 6 10-32 x 5/16" stainless steel screws.
3. Mount the Scanner Appliance onto the rack using 4 10-32 x 3/4" rack screws.
Remote Console, follow these steps:

1. Appliance using a VT100 terminal, such as Windows HyperTerminal. To setup the Remote Console interface supports remote configuration of the Scanner Appliance (back panel).

2. 100BASE-TX or 1 Gigabit switch on your network.

3. Connect one end of the Ethernet cable to the Ethernet LAN port on the back of the Scanner Appliance.

4. Connect the other end of the Ethernet cable to a 10BASE-T or 100BASE-TX or 1 Gigabit switch on your network.

5. Connect one end of the USB-to-RS232 converter cable to a USB port on the Scanner Appliance (back panel).

6. Connect the other end of the USB-to-RS232 converter cable to your terminal server via network cable.

**Setup Network Connection**
The Scanner Appliance connects like any other computer to a switch on your network. To setup the network connection, follow these steps:

1. Connect one end of the Ethernet cable to the Ethernet LAN port on the back of the Scanner Appliance.

2. Connect the other end of the Ethernet cable to a 10BASE-T or 100BASE-TX or 1 Gigabit switch on your network.

Remote Console Setup (optional)
The Remote Console interface supports remote configuration of the Scanner Appliance using a VT100 terminal, such as Windows HyperTerminal. To setup the Remote Console, follow these steps:

1. Be sure your terminal server is up and running. These settings are required:
   - BITS PER SECOND: 9600
   - STOP BITS: 2
   - DATA BITS: 8
   - FLOW CONTROL: None
   - PARITY: None
   - TERMINAL EMULATION: VT100

2. Connect one end of the USB-to-RS232 converter cable to a USB port on the Scanner Appliance (back panel).

3. Connect the other end of the USB-to-RS232 converter cable to your terminal server via network cable.

**Power On the Scanner Appliance**

1. Connect the AC power cord into the power socket.

2. Check to be sure that the amber PWR LED is lit.

3. WELCOME TO QUALYSGUARD appears in the Scanner Appliance user interface followed by other informational messages during the boot process which takes approximately two minutes.

4. Check the message indicating the activation status of the Scanner Appliance:
   - ACTIVATION CODE – The Scanner Appliance has not been activated.
   - FRIENDLY NAME/IP ADDRESS – The Scanner Appliance has been activated. Now you are ready to start scanning. Go to "Getting Started with Scanning".

A network error message appears when the Scanner Appliance did not make a successful connection to the QualysGuard platform and the issue must be resolved:

- ACTIVATION CODE/NETWORK ERR. – The Scanner Appliance has not been activated.
- NETWORK ERROR – The Scanner Appliance has been activated.

5. When the ACTIVATION CODE message appears, make yourself a note of the activation code for the Scanner Appliance. A unique activation code is assigned to each Scanner Appliance. Now you are ready to go to **STEP 3**

Note: If the Remote Console will be used, it may be necessary to press the ENTER key on the VT100 terminal’s keyboard to display the Remote Console interface.

**Proper Shutdown**

To shut down the system, press ENTER and then the Down arrow to select the SYSTEM SHUTDOWN option. Wait until this message appears:

IT’S NOW SAFE TO UNPLUG THE BOX. Then you can safely disconnect the power supply.

**Activate the Scanner Appliance**

1. Open a browser and go to the platform URL where your QualysGuard account is located. Please refer to your registration email containing your platform URL and login credentials. A Manager or Unit Manager account is required.

2. On the QualysGuard login page, enter your user name (Login) and password, and then click LOGIN. You are prompted to review and accept the licensing agreement when you log into your account for the first time. Your QualysGuard Home page appears upon successful login.

3. Select Scanner Appliances from the left menu, under Tools.

4. Go to New Scanner Appliance.

   - Activate Code – Enter the activation code for the Scanner Appliance.
   - Add To (Unit Manager only) – Select an asset group that you want to add the Scanner Appliance to. This will make the appliance available to users in your business unit.

5. Click Activate.

   - This message appears when the Scanner Appliance has been successfully activated:
     - FRIENDLY NAME/IP ADDRESS – When this message appears, you are ready to start scanning.

   Note: It may take a few minutes for the Scanner Appliance activation to occur. If you prefer not to wait, complete the activation manually by restarting the Scanner Appliance. To do this, press the Down arrow until the SYSTEM REBOOT screen appears and then press ENTER. When the REALLY REBOOT SYSTEM? screen appears press ENTER.

**Getting Started with Scanning**

Log into your QualysGuard account.

Before you begin, select Scanner Appliances on the left menu, under Tools. From there you have the option to view appliance information and edit appliance settings, such as the friendly name and polling interval.

Select Scan on the left menu, under Navigation. Then go to New Scan on the top menu bar to launch an on demand scan, or go to New Schedule Scan to define a scheduled scan to run sometime in the future. When defining the scan, be sure to select the friendly name of your Scanner Appliance.

Online Help is always available to assist you. Click the Help button when stepping through a workflow. Or go to Help → Online Help to view the complete online help.

See also the QUALYSGUARD QUICK TOUR. Go to Help → Resources to download.