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, email, and the web.

US and Canada	**1 (866) 801 6161**
Europe/International	**+33 (0) 1 44 17 00 41**
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).

Activation Code	At startup, the Scanner Appliance failed to make a connection to the Qualys Cloud Platform and the Scanner Appliance has not been activated yet. Please activate the Scanner Appliance as described in the Quick Start.
Network Error	At startup, the Scanner Appliance failed to make a connection to the Qualys Cloud Platform. This message may appear because you need to enable additional configurations, such as a static IP address and/or Proxy support.
Communications Failure	A network communication error occurred when the appliance tried to poll the Qualys Cloud Platform during normal operation. This error can occur only after successful completion of the Quick Start.

See the Qualys Scanner Appliance User Guide for information on the available configurations options and setup steps. See the Troubleshooting section for help with resolving any errors.



Scanner Appliance
Quick Start Guide

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:
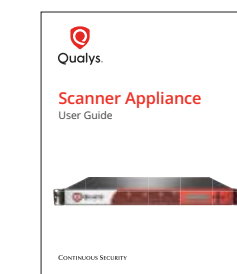
User Guide	AC power cord	CAT6 cable

USB-to-RS232 converter cable for Remote Console

Rack screws (4) - 10-32 x 3/4", Phillips, black matte, with washer

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

Review Network Requirements

The Scanner Appliance has the following network requirements.

Outbound HTTPS Access	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 Qualys Cloud Platform.
Accessibility of Target IPs	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.
Bandwidth	Minimum recommended bandwidth connection of 1.5 megabits per second (Mbps) to the Qualys Cloud Platform.
DHCP or Static IP	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.
Proxy Support	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.

Qualys. Scanner Appliance

Step 1

Connect the Scanner Appliance to the Network

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.

Step 2

Power On the Scanner Appliance

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

2. Press the power button on the back panel. Be sure that the power button has a green backlight.

3. **WELCOME TO QUALYS** 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".

   You'll see a network error if the Scanner Appliance did not make a successful connection to the Qualys Cloud Platform. This issue must be resolved.

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. Then 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
Just go to the LCD display on the front panel. Press the down arrow until **SYSTEM SHUTDOWN** appears, and then press **ENTER**. When you see **REALLY SHUTDOWN SYSTEM**? press **ENTER**. You'll notice the Scanner Appliance lights and LEDs are turned off. Then you can safely disconnect the power supply.

Don't want to use the LCD interface? No problem, you can press the power button on the back panel instead.

Step 3

Activate the Scanner Appliance

1. Open a browser and go to the platform URL where your Qualys 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 Qualys 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 Qualys Home page appears upon successful login.

3. Go to Scans→Appliances.

4. Select New→Scanner Appliance.

   Activation 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.

   Click **Activate**.

5. This message appears in the Scanner Appliance user interface once the activation is successful:

   FRIENDLY NAME/IP ADDRESS – This means 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. Just 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
We recommend our Quick Start Guide to help you get started with your scans. Don't see this when you log in to Qualys? Just click your user name (top menu bar, to the right) and select Quick Start Guide from the menu.

See also the Qualys Quick Tour. Go to Help→Resources to download.

Online help is always available to assist you. You can select Help→Online Help any time.