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About this guide

This enrollment guide helps to enroll your mobile devices.

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.

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/.
Device Enrollment

SEM supports manual and auto enrollment methods for devices.

Supported Platforms

- Android (Version 4.4.2 and higher)
- iOS (Version 9.0 and higher)
- iPadOS (Version 13.1 and higher)

Manual Enrollment

To get the visibility, security, and continuous monitoring of devices, you must enroll all your organization’s mobile devices. The enrollment process registers the device, secures communication between the device and Qualys Cloud Platform, and facilitates real-time monitoring and security.

You need to follow the steps mentioned in the subsequent sections to enroll your Android or iOS or iPadOS devices with Qualys SEM.

This section contains instructions to enroll Android and iOS/iPadOS devices manually-

- Android Enrollment
- iOS/iPadOS Enrollment
- Chrome Enrollment

Info: To auto-enroll the Android, iOS/iPadOS and Chrome devices, see Automated Enrollment.

Android Enrollment

These are the steps for manual enrollment. For auto-enrollment, refer Automated Enrollment

Step 1

Install Qualys Cloud Agent App from Google Play Store. Tap on the URL (https://play.google.com/store/apps/details?id=com.qualys.android.agent) to launch Google Play. Launch the Agent (app you just downloaded). You will be prompted with the following screen. Tap Ok.
If Android version is 5.0 and above then following screen will be shown, tap **Ok** to allow usage access to Qualys MDM agent. Once access is allowed, press back button of phone to continue the enrollment process. If Android version is below 5.0, then tap **Next** to continue.

### Step 2

Scan the QR code or enter Server URL mentioned in the User activation email with subject “Qualys Secure Enterprise Mobility - Account Activation” and Tap **Next**.
If you don’t have email with subject “Qualys Secure Enterprise Mobility - Account Activation”, please contact your Qualys Account Manager.
Step 3
If you have scanned the QR code, you will be redirected to step 4. If enrollment is set as without SEM EMM for your organization, you will be redirected to step 5, else following screen will be shown:

Please refer to User activation emails with subject “Qualys Secure Enterprise Mobility- Account Activation” and “Qualys Secure Enterprise Mobility - Account Details” to enter the following details:

- Username
- Password

If you don’t have the "Qualys Secure Enterprise Mobility - Account Activation" and "Qualys Secure Enterprise Mobility - Account Details" email, please contact your Qualys Account Manager.
Step 4
Tap **Activate** to activate Qualys agent as device administrator.

Step 5
If EULA is not configured for your organization, you will be redirected to step 6. If EULA is configured and you have already accepted it, then you will be redirected to step 6, else you will be presented with a EULA. If you decline the EULA, you will not be able to enroll the device.

Step 6
If your organization has set Default Ownership, then Device Ownership drop-down will be read-only. Otherwise you will need to select the Device Ownership.

If the device is owned by Organization, select **Corporate - Owned**. If it is not owned by Organization, select **Employee - Owned**.

Enter your phone number in the space provided.
Step 7 (applicable only for Samsung)
If the enrollment is set as without SEM EMM for your Organization, then you will be redirected to step 10.

Tap Next to navigate to Google Play Store.
You need to install additional enterprise services app which is available on the Google Play Store to complete the enrollment process.

Steps to follow:
1. Tap on 'Next' button to navigate to Google Play Store
2. Install and open Q Samsung Services app
3. Activate it as device administrator and accept the Knox policy to complete the enrollment process
Step 8 (applicable only for Samsung)

Tap **Install** to install Qualys Service for Samsung app.
Step 9 (applicable only for Samsung)

You will be redirected to step 7. After successful installation, tap **Next** to continue. You are almost there! You’ll see the following screen. Tap **Activate** and follow the instructions to complete the enrollment.
Step 10
Once your device is successfully configured with your Organization server, you’ll be redirected to the following screen.
iOS/iPadOS Enrollment

These are the steps for manual enrollment. For auto-enrollment, refer Automated Enrollment.

Step 1
Install Qualys Cloud Agent App from iTune Store. Tap the URL (https://itunes.apple.com/app/qualys-agent/id1484616940) to launch iOS App Store.

Step 2
Scan the QR code or enter Server URL mentioned in the User activation email with subject “Qualys Secure Enterprise Mobility - Account Activation” and Tap Next.

If you don’t have email with subject “Qualys Secure Enterprise Mobility - Account Activation”, please contact your Qualys Account Manager.
Step 3
After scanning the QR code, you will be redirected to step 4, else the following screen will be shown:

Please refer to User activation email with subject “Qualys Secure Enterprise Mobility - Account Activation” and “Qualys Secure Enterprise Mobility - Account Details” to enter following details:

- Username
- Password

If you don’t have the "Qualys Secure Enterprise Mobility - Account Activation" and "Qualys Secure Enterprise Mobility - Account Details" email, please contact your Qualys Account Manager.
Step 4
If EULA is not configured for your organization, then you will be redirected to Step 5.
If EULA is configured and you have already accepted the EULA, you will be redirected to Step 5, else you will be presented with a EULA.
If you decline the EULA, you will not be able to enroll the device.
Step 5
If your organization has set Default Ownership, then the respective Device Ownership radio button will be selected, and both the radio button will be read-only. Otherwise, you will need to select Device Ownership.

If the device is owned by organization, select **Corporate - Owned** and if not, select **Employee - Owned**.

Enter your mobile number in the space provided.
Step 6
If the enrollment is set as without SEM EMM for your Organization, then you will be redirected to Step 10. Else, tap on the Download Profile button to download the profile for installation.
Step 7
If iOS version is 12.2 or later, allow to download the configuration. Then you’ll see the following popup. Tap **Close**.

If iOS version is prior to 12.2, allow to open Settings app, then you’ll be redirected to Step 9.
Step 8
Launch Settings app and tap **Profile Downloaded** to initiate the installation process.
**Step 9**

You are almost there! You’ll see the following screen, tap **Install** and follow the instructions to complete enrollment.
Step 10

After profile installation, you need to launch QAgent app to complete the enrollment process.

For iOS 11.3 to 12.1.4 devices, complete the enrollment process using QAgent app.

If the enrollment is set as without SEM EMM for your organization, then after the completion of Step 5 or after launching QAgent, you will be redirected to following screen.
Step 11
This completes device enrollment and you’ll see the following screen.
Chrome Enrollment

Step 1
Install Qualys Cloud Agent App from Google Play Store. Tap on the URL (https://play.google.com/store/apps/details?id=com.qualys.android.agent) to launch Google Play. Launch the Agent (app you just downloaded). You will be prompted with the following screen.

Tap **OK** allow usage access to Qualys MDM agent.

Step 2
Scan the QR code or enter Server URL mentioned in the User activation email with subject “Qualys Secure Enterprise Mobility - Account Activation” and Tap **Next**.

If you don’t have email with subject “Qualys Secure Enterprise Mobility - Account Activation”, please contact your Qualys Account Manager.
**Step 3**

If you have scanned the QR code, you will be redirected to step 4 and the following screen will be shown:
Please refer to User activation emails with subject “Qualys Secure Enterprise Mobility-Account Activation” and “Qualys Secure Enterprise Mobility - Account Details” to enter the following details:

- Username
- Password

If you don’t have the “Qualys Secure Enterprise Mobility - Account Activation” and “Qualys Secure Enterprise Mobility - Account Details” email, please contact your Qualys Account Manager.

**Step 4**

If EULA is not configured for your organization, you will be redirected to step 5. If EULA is configured and you have already accepted it, then you will be redirected to step 5, else you will be presented with a EULA. If you decline the EULA, you will not be able to enroll the device.

**Step 5**

If your organization has set Default Ownership, then Device Ownership drop-down will be read-only. Otherwise, you will need to select the Device Ownership.

If the device is owned by Organization, select **Corporate - Owned**. If it is not owned by Organization, select **Employee - Owned**.

Enter your phone number in the space provided.
Step 6
Once your device is successfully configured with your Organization server, you'll be redirected to the following screen.
Automated Enrollment

System administrators can use any Mobile Device Management (MDM) to remotely configure enrollment details of Qualys Cloud agents on managed Android, iOS and iPadOS devices.

Prerequisites

- In the Configurations > Organization Info > Settings tab > Enrollment Settings, make sure the enrollment is set to 'Enroll device without SEM EMM' for iOS and Android, i.e., 'All iOS devices' and 'All Android devices' check-boxes are selected in the enrollment settings.

![Edit Organization](image)

**Note:** By default, the 'All iOS devices' and 'All Android devices' check-boxes are not selected. You can check these settings in **Edit** mode only.

- Make sure that the user is in **Active** state.
- Android devices with Android 5 or later
- iOS devices with iOS 9 or later and iPadOS devices with iPadOS 13.1 or later
- Enterprise Mobility Management (EMM) software like Microsoft Intune or AirWatch, etc.

**Configuration Details**

These configurations you need to publish/distribute along with the Qualys agent through MDM app store.

1) **Key:** qenrollment_config

   - **Value Type:** String
   - **Value:** It is a JSON which will include following attributes:
     
     - **Server URL** - You will get the Server URL information on the portal. Navigate to Configurations tab > Organization Info > Summary > View Enrollment Details
     - **Username** - You will get the details of all usernames on the portal in the Users tab.
     - **Password** - You can change the password in bulk through bulk action ‘Change Password’ or you can change the password of the individual user through quick action > ‘Change Password’ action.
     - **JSON example**

     ```json
     {"ServerUrl": "qualysguard.qg2.apps.qualys.com/sem/dc/e/90428","Username": "jvdWqp+vXFT+iiD0rbiDNA==","Password": "abc@123"}
     ```

This is a mandatory key for the auto-enrollment.

Following are the additional Keys of the configurations which are optional and configure them to uniquely map the devices enrolled in Qualys with your MDM. Due to the limitation of the Google for Android devices running ion above 7 agent is not able to get unique hardware identifier of the devices like IMEI, Serial Number, and UDID. Also, the
same case with Apple. By adding these keys, you can uniquely map the devices enrolled in Qualys with your MDM. Please make sure you enter correct data. **If you entered any incorrect data, then the only way to correct is by de-enrolling and re-enrolling the device with correct data.**

2) **Key:** IMEI
   - **Value Type:** String
   - **Value:** Enter the 15 digits IMEI of the device or you may use the tokens if your MDM’s supports. Only alphanumeric values are allowed.

**Note:** For Android devices running version below 7, agent can get the IMEI and in this case, the IMEI value will be overwritten by the value which agent gets from the device, and for the rest Android devices the value you entered will be set. iOS, the value you entered will be set, please **make sure you enter correct IMEI numbers.**

3) **Key:** Serial Number
   - **Value Type:** String
   - **Value:** Enter the Serial Number of the device or you may use the tokens if your MDM’s supports. Only alphanumeric values are allowed.

**Note:** For Android devices running version below 7, agent can get the Serial Number and, in this case, the Serial Number value will be overwritten by the value which agent gets from the device and for rest Android devices the value you entered will be set. For iOS, the value you entered will be set, please **make sure you enter correct Serial Numbers.**

4) **Key:** UDID
   - **Value Type:** String
   - **Value:** Enter the UDID of the device or you may use the tokens if your MDM’s supports. You may use the MDM device ID here. Only alphanumeric and '-' values are allowed.

**Note:** For all Android and iOS devices, the value you entered will be set for the UDID field, please **make sure you enter correct UDID.**

**Automated Enrollment Guides**
- Android Enrollment
- iOS/iPadOS Enrollment
- Chrome Enrollment
Android Enrollment

Step 1
Admin can distribute the Qualys Cloud Agent for Android from the MDM app store. For your reference, here are the instructions on distribution of Qualys Cloud Agent.
- Configuring Qualys Cloud Agent enrollment details with Airwatch
- Configuring Qualys Cloud Agent enrollment details with Intune

Once the Agent is successfully distributed, you need to launch the Agent (app you just downloaded). You will be prompted with the following screen. Tap **Ok** to allow usage access to Qualys MDM agent.

Once access is allowed, press back button of phone to continue the enrollment process and follow the instructions to allow other required permissions. Tap **Next** to continue.
Step 2
Qualys Cloud Agent will automatically fetch the configurations published through MDM app store.
If EULA is not configured for your organization, you will be redirected to step 3. If EULA is configured and you have already accepted it, then you will be redirected to step 3, else you will be presented with a EULA. If you decline the EULA, you will not be able to enroll the device.

Step 3
If your organization has set Default Ownership, then Device Ownership drop-down will be read-only. Otherwise you will need to select the Device Ownership.
If the device is owned by Organization, select **Corporate - Owned**. If it is not owned by Organization, select **Employee - Owned**.
Enter your phone number in the space provided if mandatory by your Admin.
Step 4
Once your device is successfully configured with your Organization server, you’ll be redirected to the following screen.

iOS/iPadOS Enrollment
Step 1
Admin can distribute the Qualys Cloud Agent from the MDM app store.
For your reference, here are the instructions on distribution of Qualys Cloud Agent.
- Configuring Qualys Cloud Agent enrollment details with Airwatch
- Configuring Qualys Cloud Agent enrollment details with Intune
Once the Agent is successfully distributed, you need to launch the Agent (app you just downloaded). Follow the instructions to allow other required permissions.
Step 2
Qualys Cloud Agent will automatically fetch the configurations published through MDM app store.

If EULA is not configured for your organization, you will be redirected to step 3. If EULA is configured and you have already accepted it, then you will be redirected to step 3, else you will be presented with a EULA. If you decline the EULA, you will not be able to enroll the device.
Step 3
If your organization has set Default Ownership, then the respective Device Ownership radio button will be selected, and both the radio button will be read-only. Otherwise, you will need to select Device Ownership.

If the device is owned by organization, select **Corporate - Owned** and if not, select **Employee - Owned**.

Enter your mobile number in the space provided if it is mandatory by your Admin.
Step 4
After launching QAgent, you will be redirected to following screen.

- ✔ Contacting Server
- ✔ Generating CSR
- ✔ Downloading Certificate
- 🚀 Securing your device
Step 5
This completes device enrollment and you’ll see the following screen.

Chrome Enrollment

Step 1
Admin can distribute the Qualys Cloud Agent for Android from the MDM app store. For your reference, here are the instructions on distribution of Qualys Cloud Agent.
- Configuring Qualys Cloud Agent enrollment details with Airwatch
- Configuring Qualys Cloud Agent enrollment details with Intune

Once the Agent is successfully distributed, you need to launch the Agent (app you just downloaded). You will be prompted with the following screen. Tap Ok to allow usage access to Qualys MDM agent.
Once access is allowed, press back button of phone to continue the enrollment process and follow the instructions to allow other required permissions. Tap **Next** to continue.

### Step 2
If EULA is not configured for your organization, you will be redirected to step 3. If EULA is configured and you have already accepted it, then you will be redirected to step 3, else you will be presented with a EULA. If you decline the EULA, you will not be able to enroll the device.
Step 3
If your organization has set Default Ownership, then Device Ownership drop-down will be read-only. Otherwise, you will need to select the Device Ownership.

If the device is owned by Organization, select Corporate - Owned. If it is not owned by Organization, select Employee - Owned.
Enter your phone number in the space provided.

**Step 4**

Once your device is successfully configured with your Organization server, you’ll be redirected to the following screen.
Appendix

Configuring Qualys Cloud Agent enrollment details with Airwatch

Adding Qualys Cloud Agent

To configure, user must first add the Qualys Cloud Agent for:
- Android (Same agent is used for Chrome)
- iOS

Adding Qualys Cloud Agent for Android (or Chrome) app with Google Play Integration

The following instruction apply if you set up Google Play Integration with your AirWatch account. If you don’t have this integration, you can Visit the AirWatch support site for more information.

1) Open AirWatch.

2) Click Add > Public Application.

3) Enter the following information:
   - **Platform**: Select **Android**
   - **Source**: Select **Search App Store**
   - **Name**: Enter "Qualys" to search the Google Play Store for the Qualys Agent for Android app

4) Click Next.
5) Click the **Qualys Agent for Android app** from the Google Play Store.
6) Click **Approve** and follow the on-screen prompts to add the app.

**Adding Qualys Cloud Agent for iOS app**
1) Open **AirWatch**.
2) Click **Add > Public Application**.

![AirWatch screenshot](image)

3) Enter the following information:
   - **Platform**: Select **Apple iOS**.
   - **Source**: Select **Search App Store**.
   - **Name**: Enter "Qualys" to search the Apple Play Store for the Qualys Agent.
4) Click **Next**.
5) Click **Select** in front of Qualys Agent app from the Apple Play Store and follow the on-screen prompts to add the app.
Assigning the app to a group and applying a configuration

1) Click **Add Assignment**.

![Add Assignment](image)

2) In the Assignment Groups field, select a group to apply the configuration to.

![Assignment Groups](image)

3) Select **Enabled** to auto-configure the enrollment configurations for users.
For Android (or Chrome), set configuration as follows:

![Configuration for Android](image)

For iOS, set configuration as follows:

![Configuration for iOS](image)

4) Specify the configuration details as required.

**Note:** Configuration details are mandatory. We recommend to use the configurable custom attributes of user to set the enrollment details for individual user.

5) Click **Add**.

6) Click **Save and Publish** to deploy the app.
Configuring Qualys Cloud Agent enrollment details with Intune

Adding Qualys Cloud Agent
To configure, user must first add the Qualys Cloud Agent for:
- Android (Same agent is used for Chrome)
- iOS

Adding Qualys Cloud Agent for Android (or Chrome) app with Google Play Store integration
The following instruction apply if you set up Google Play Integration with your Intune account. If you don’t have this integration, you can Visit the Intune support site for more information.

1) Sign in to the Microsoft 365 Device Management dashboard.
2) Click Apps in the left-side panel.
3) Click All Apps > Add.
4) In the **App Type** drop-down menu, select **Managed Google Play** and click **Select**.

![Select app type](image)

5) Search for "Qualys" and click **Qualys Agent for Android > Approve**.

**Adding Qualys Cloud Agent for iOS app**

1) Sign in to **Microsoft 365 Device Management** dashboard.

2) Click **Apps** in the left-side panel.

3) Click **All Apps > Add**.

![Apps](image)
4) In the **App Type** drop-down menu, select iOS store app and click **Select**.

![Select app type](image)

5) Search for "Qualys" and click **Qualys Agent > Select** and follow the on-screen prompts to add the app.

**Applying Configuration**

To apply configuration for:

- Qualys Cloud Agent for Android (or Chrome) app
- Qualys Cloud Agent for iOS app

**Assigning the Qualys Cloud Agent for Android (or Chrome) app to a group and applying a configuration**

1) Sign in to the Microsoft 365 Device Management dashboard.
2) In the left pane, click **Apps > App configuration policies**.
3) Click **Add** and select **Managed devices**. Enter the following information:
   - **Name**: Enter a display name to help identify the configuration.
   - **Platform**: Select **Android**.
   - **Profile Type**: Select the device profile type that this app configuration will apply too
   - **Targeted app**: Select **Qualys Agent for Android**.
4) Click **Next**.
5) In the **Configuration settings format** drop-down menu, select **Use configuration designer**, then click **Add**.
6) Select the Qualys Enrollment Configuration key and click **OK**.
7) Specify the configuration details as needed. Make sure you don't leave it blank as it will prevent the auto-enrollment.

8) Click **Next** and follow the on-screen prompts to add the app configuration.

**Assigning the Qualys Cloud Agent for iOS app to a group and applying a configuration**

1) Sign in to the Microsoft 365 Device Management dashboard.

2) In the left-side panel, click **Apps > App configuration policies**.

3) Click **Add** and select **Managed devices**. Enter the following information:
   - **Name**: Enter a display name to help identify the configuration
   - **Platform**: Select iOS
   - **Targeted app**: Select Qualys Agent
4) Click **Next**.

5) In the **Configuration settings format** drop-down menu, select **Use configuration designer**.

6) Specify the configuration details as needed. Make sure you don't leave it blank as it will prevent the auto-enrollment.

7) Click **Next** and follow the on-screen prompts to add the app configuration.