# Table of Contents

Introduction to Qualys VM for QRadar – 7.3.3 FP10+/7.4.3 FP3+/ 7.5.0 GA+ ................................................................. 4

Features ............................................................................................................................................................................ 4

Prerequisites .................................................................................................................................................................. 4

Install the App ............................................................................................................................................................... 4

Validating Dependencies ............................................................................................................................................... 5

Log Source Event Mapping ....................................................................................................................................... 5

Enable Last Scan Datetime Parsing ........................................................................................................................... 6

Log Source ................................................................................................................................................................... 6

Custom Event Properties ............................................................................................................................................... 7

Configure the App .......................................................................................................................................................... 8

Qualys API Configurations ........................................................................................................................................ 8

Advanced Configurations .......................................................................................................................................... 13

Steps to enable indexing for the specific custom event properties: ......................................................................... 13

Multi-tenant Environment ........................................................................................................................................... 14

Achieving Multi-tenancy and Segregating Data into Different Log Sources .......................................................... 14

Creating and Configuring Log Source ...................................................................................................................... 15

Managing Multi-tenant Apps ................................................................................................................................... 16

Creating an Instance .................................................................................................................................................. 16

Configure Instance > Qualys VM App Settings option ......................................................................................... 18

How Qualys App works? ............................................................................................................................................. 19

What happens after configuration? ............................................................................................................................ 19

How does data get into QRadar? ................................................................................................................................ 19

Using the Qualys app .................................................................................................................................................... 20

Summary ....................................................................................................................................................................... 20

Knowledgebase ............................................................................................................................................................ 20

Reports ........................................................................................................................................................................... 21

Search ............................................................................................................................................................................. 24

Raw Data ...................................................................................................................................................................... 25

Input Logs ..................................................................................................................................................................... 26

Uninstalling the app ....................................................................................................................................................... 27

Troubleshooting .......................................................................................................................................................... 28

If you see no data .......................................................................................................................................................... 28

If your host detection job is not running .................................................................................................................... 28

If you get [Errno 111] Connection refused error ................................................................................................ 28

Case 1 .......................................................................................................................................................................... 28

Case 2 .......................................................................................................................................................................... 29

If you see HTTP Error 401: Unauthorized error .................................................................................................... 29

If you see the ‘Number of host detections logged = 0’ in host detection ................................................................ 29

If you see corresponding record not found in KB message ....................................................................................... 29

If you see Internal Server Error while saving settings .......................................................................................... 29

If dashboard widgets are not showing data for multi-tenant environment ............................................................ 30

DSM editor does not show Tags or DNS properties and you cannot add them ...................................................... 30

If you need to delete and recreate Log Source Type Qualys LEEF ..................................................................... 31

Helpful AQLs to check VM Detection Logs and Events .......................................................................................... 32

Compatibility for Qualys VM app for QRadar v3.1.1+ .............................................................................................. 32

Qualys Support ............................................................................................................................................................ 34
Introduction to Qualys VM for QRadar – 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+

Use the Qualys VM for QRadar – 7.5.0 GA+, 7.5.0 FP3+, 7.3.3 FP10+ to ingest your Qualys VM detections into QRadar and visualize them on a single page. All you need to do is install the app, configure the app, and schedule the sync. The Qualys VM continuously pull your detection delta, so you always see updated reports. Want to visualize historical data? Just use date-time pickers given in the Qualys VM and see useful reports.

Features

- Support for multi-tenant environment
- Updates for Summary Tab Widget and Reports / Search Tab
- QRadar authentication token workflow to upgrade existing version of Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ and for fresh installations
- Advanced tab that shows the success and failure messages for the etls running with process IDs. User can download etl logs from Advanced tab

Prerequisites

Make sure you have:

- A valid Qualys subscription
- API access to Qualys VM module
- Knowledgebase API access, if you want to enable Knowledgebase input
- Internet access and your Qualys API server must be reachable from QRadar

Note: This app is compatible with these versions only- 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+

Install the App

1) Log in to QRadar and go to the Admin tab.
2) Click Extensions Management
3) Click the Add button and upload the extensions .zip file.
4) Confirm whether you want to replace/skip any existing contents with those coming from the extension and click Install.

Note: If you are upgrading from Qualys app for QRadar 3.1.1 or earlier version to Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ Version 3.x.x, ensure to Save the Qualys App Settings again even if you saved them in the earlier version.

Note: If you are upgrading from Qualys app for QRadar 3.1.1 or earlier version to Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ Version 3.x.x, ensure to Save the Qualys App Settings again even if you saved them in the earlier version.

Installation of our app can be done considering these two scenarios if the user wants to use the app in multitenant environment-

- If you are installing Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ by checking Start default instance for each App checkbox, it creates shared instances for all the security profiles. In this case, to avoid the case of multiple appearance of our app non-admin profiles you need to delete the shared instance from QRadar Assistant app and manually create separate instances for the desired security profile. For more information, refer Creating an instance.

- If you are installing Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ by unchecking Start default instance for each App checkbox it installs the app without creating any instances for it. In this case, you need to create
instances for desired security profile. For more information, refer Creating an instance.

5) Once installation is completed, refresh your QRadar user interface.
6) You should see the tab Qualys VM in the top menu.
7) Deploy changes once app installation is completed.

Validating Dependencies

Go through each of the sections listed below. You need to carry out the following steps manually, right after you install the app and before you start using it. Some sections may not be applicable in your case, and you may need to skip them.

Log Source Event Mapping

1) Go to Admin > DSM Editor.
2) In Select Log Source Type, search for Qualys LEEF and click Select.

3) From the Qualys LEEF screen, go to Event Mappings tab. The requirement is that there should be mapping for QualysMultiline and if you do not see mapping for QualysMultiline, create new (refer below steps).
4) Click + icon to add a new mapping. The Create a new Event Mapping pop-up opens. Set Event ID as QualysMultiline (without quotes) and Category as QualysMultiline (without quotes).
5) Click the Choose Event link. In the Event Categorizations pop-up that opens, click the Create New button. Set the values as follows:
   - Name: QualysMultiline Information
   - Description: QualysMultiline Information
   - Log Source Type: Qualys LEEF
   - High Level Category: System
   - Low Level Category: Information
   - Severity: 2
6) Click Save. You are redirected to Event Categorizations.
7) Click and select the newly created entry, which is shown in the Search Results table.
8) Click Ok. You are redirected to Create a new Event Mapping.
9) Click Create. You are redirected to Qualys LEEF pop-up - Event Mappings tab.
10) Confirm that you now have 3 entries, including Event ID QualysMultiline - Category QualysMultiline.
11) Finally, click Save and close the window.
Enable Last Scan Datetime Parsing

1) Go to Admin > DSM Editor.
2) In Select Log Source Type, search and select Qualys LEEF.
3) In the pop-up that opens, go to Properties. In the list of properties, search and open Last Scan Datetime.
4) In the Property Configuration > Expression section, click Edit.
5) Notice the Enabled field. This field may be in disabled state (grayed out). If disabled, select the Enabled field. It changes color.
6) Click OK in the Expression section.
7) Click Save and close the window.

Log Source

When you install app, it creates a new Log Source named QualysMultiline. Check if it is created. You can also create the custom log source for the Qualys app with the following steps. Keep the configuration of custom log source same as that mentioned below.

1) Qualys VM sends the data to QRadar console only. The user can not use the app for distributed setup.
2) On your console UI, go to Admin > Data Sources > Log Sources and click the Add button.
3) Add the details shown below to the form to Create QualysMultiline Log Source. All fields marked with an asterisk (*) are mandatory. Make sure your Log Source Name and Log Source Identifier have same value.

<table>
<thead>
<tr>
<th>Property</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log Source Name</td>
<td>QualysMultiline (Customizable)</td>
</tr>
<tr>
<td>Log Source Description</td>
<td>QualysMultiline</td>
</tr>
<tr>
<td>Log Source Type</td>
<td>Qualys LEEF</td>
</tr>
<tr>
<td>Protocol Configuration</td>
<td>TCP Multiline Syslog</td>
</tr>
<tr>
<td>Log Source Identifier</td>
<td>QualysMultiline (Customizable, but same as Log Source Name)</td>
</tr>
<tr>
<td>Listen Port</td>
<td>12468 (Customizable)</td>
</tr>
<tr>
<td>Aggregation Method</td>
<td>Start/End Matching</td>
</tr>
<tr>
<td>Event Start Pattern</td>
<td>[A-Z][a-z]</td>
</tr>
<tr>
<td>Event End Pattern</td>
<td>qualys_event_ends</td>
</tr>
<tr>
<td>Event Formatter</td>
<td>No Formatting</td>
</tr>
<tr>
<td>Show Advance Option</td>
<td>Yes</td>
</tr>
<tr>
<td>Use Custom Source Name</td>
<td>Unchecked</td>
</tr>
<tr>
<td>Use As a Gateway Log Source</td>
<td>Checked</td>
</tr>
</tbody>
</table>
4) Click **Save**.

If you need to create this new Log Source manually, you need a full deployment. Go to **Admin > Advance** and click **Deploy Full Configuration**.

**Custom Event Properties**

1) Go to **Admin > Log Sources** and confirm that QualysMultiline Log Source is Enabled. If it is disabled, you need to enable it.
2) Go to **Admin > Custom Event Properties** and confirm that all 25 Qualys related properties are Enabled and are linked to Qualys LEEF log source type.

Qualys related properties are:
-  App Version
-  PCI Flag
-  Qualys QID
-  Severity Level
-  QID Category
-  CVE
-  Last Fixed Datetime
-  Operating System
-  Qualys Host ID
-  Tracking Method
-  First Found Datetime
-  Qualys Severity
-  Last Scan Datetime
-  App ID
-  Last Test Datetime
-  Detection Type
-  Patchable
-  Last Update Datetime
-  Network ID
-  Last Found Datetime
For the Qualys related properties, complete these checks:

1) If any property is disabled, enable it.
2) If any property does not belong to the Qualys LEEF log source type, open it to edit and select Qualys LEEF as the log source type.
3) If any property does not belong to QualysMultiline log source, open it to edit and select QualysMultiline as log source.
4) Ensure if all Custom Event Properties have Event Name as QualysMultiline Information. If not, select Event Name as QualysMultiline Information.
5) Save the properties.

If you do not see the properties, refer to the Troubleshooting section in this document to learn how to delete and recreate Log Source Type Qualys LEEF.

For any change in Custom Event Properties, it is recommended to do Deploy Full Configuration.

**Configure the App**

**For Single User Instance** - If you want to use Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ as single user instance, you just need to configure the steps mentioned in Qualys API Configurations.

**Multi-tenant Environment** - If you want to use Qualys VM for QRadar QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ in multi-tenant environment, you need to configure the steps mentioned in Multi-tenant Environment section and then the steps mentioned in Qualys API Configurations.

**Qualys API Configurations**

Complete the following steps once you configure the app.

1) Log in to QRadar and go to the Admin tab.
2) Scroll to Apps section and click Qualys VM App Settings. A pop-up window opens.

**Credentials**

QRadar Authorization token is used while interacting securely with QRadar. You can obtain this token from Admin > User Management > Authorized Service.

For multi-tenant environment, make sure that you create an authentication token with user role permission specific to the security profile’s user and select security profile same as that of the instance is created and configured. For more information, refer Adding an authorized service.

For example, here we have created instance for Security Profile A and users that will be using this instance has user role as User Role A. Hence, while creating authentication token for the created instance, follow the steps:

a) Go to Authorized Services in Admin tab
b) Click Add Authorized Service.

For multi-tenant environment, make sure that you create an authentication token with user role permission specific to the security profile’s user and select security profile same as that of the instance is created and configured. For more information, refer Adding an authorized service.

For example, here we have created instance for Security Profile A and users that will be using this instance has user role as User Role A. Hence, while creating authentication token for the created instance, follow the steps:

a) Go to Authorized Services in Admin tab
b) Click Add Authorized Service.
c) Enter the desired Service Name.
d) Select User Role as User Role A.
e) Select Security Profile as Security Profile A.
f) Set the expiry date as required.
g) Click Create Service and then click Deploy changes.
Use the **Credentials** tab to configure your Qualys credentials. Enter your Qualys API server, username, and password in the appropriate fields.

**Proxy Configuration**

If you want Qualys app to use proxy while calling the API, configure proxy details. Select the check box to enable proxy. Add your proxy server and proxy port in `<proxy_server>:<proxy_port>` format.
If your proxy needs authentication, add proxy user and proxy password along with server and port, in `<proxy user>:<proxy password>@<proxy server>:<proxy port>` format.
**Host Detection**

Use the **Host Detection** tab to configure and enable Host Detection input.

You must enable this input to use this extension. To enable this input, select the checkbox in front of **Enable Host Detection fetch**.

In the **Host Detection Cron Schedule** field, write a valid cron entry (time part only). Your input runs according to this schedule. This is a mandatory field. It is advised that you keep the cron schedule coordinated with your scanning schedule. For example, if you run scans once a day, schedule this input to run once a day. Learn about cron expressions...

(Optional) In the Start Date-Time field, enter the date from which you wish to fetch the VM detection data. The date/time is specified in YYYY-MM-DD[THH:MM:SSZ] format (UTC/GMT), like 2007-01-25T23:12:00Z. This field is optional and may be left blank. When left blank, it defaults to 1999-01-01T00:00:00Z.

(Optional) If you want to provide any extra parameters for the Host Detection API, set them in the **Extra API Parameters** field, in valid JSON format. Refer to the Qualys API (VM, PC) User Guide for a list of API input parameters. This field is optional and may be left blank.

(Optional) If you want to get Tags in VM detection data, select the Add Tags to Events option.

**Knowledgebase**

Use Knowledgebase tab to configure and enable Knowledgebase input.

A copy of Qualys knowledgebase is bundled with this extension. To keep it up to date, enable this input. It is advised that you update your knowledgebase copy at least once a week.

To enable this input, select the checkbox in front of **Enable Knowledgebase fetch**.

In the **Knowledgebase Cron Schedule** field, write a valid cron entry (time part only). Your input runs according to this schedule. This is a mandatory field. You might not want to run this every day. Once a week is also OK. Learn about cron expressions...

(Optional) If you want to provide any extra parameters for the Knowledgebase API, set them in the **Extra API Parameters** field, in valid JSON format. Refer to the Qualys API (VM, PC) User Guide for a list of API input parameters. This field is optional and may be left blank.
You can specify **KB table batch size** to define the number of records to be pulled for faster loading.

**Advanced**

Use Advanced tab to see the last success and last failure for host detection and knowledgebase.
Advanced Configurations

These are the advanced and optional configurations which provides you additional benefits while using Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+!

Index Management

From the QRadar Console, you can use the Index Management tool to control database indexing on event and flow properties. By adding an indexed field in your search query, it helps to improve the speed of searches in QRadar by narrowing the overall data. Learn how to modify database indexing in the Index Management tool by making use of statistics before and after you enable or disable indexing on multiple properties.

Steps to enable indexing for the specific custom event properties:

1) On the navigation menu, click Admin and then click Index Management in the System Configuration section.

2) Search, select and click Enable Index for the below mentioned properties:
   - Qualys Host Id (custom)
   - Qualys Severity (custom)
   - Qualys QID (custom)
   - Status (custom)
   - Last Scan Date (custom)
   - Detection Type (custom)

Once you click Enable Index, Indexed column shows (green bubble) for the indexed property.

3) Click Save.

For more information, refer Index management.
Multi-tenant Environment

Multitenant environments allow Managed Security Service Providers (MSSPs) and multi-
divisional organizations to provide security services to multiple client organizations from a
single and shared IBM QRadar deployment. You do not have to deploy a unique QRadar instance
for each customer.

In a multitenant deployment, you ensure that customers see only their data by creating domains
that are based on their QRadar input sources. Then, use security profiles and user roles to
manage privileges for large groups of users within the domain. Security profiles and user roles
ensure that users have access to only the authorized information.

Achieving Multi-tenancy and Segregating Data into Different Log Sources

Prerequisites for Setup:
- QRadar Version should be multitenancy supported.
- QRadar Assistant App must be installed with Version 3.1.1 or later
- Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ should be installed
- QRadar Log Source Management app should be installed

Prerequisites for Configurations:
- Creating and Configuring Log Sources - Event ID, Event Category and Event Mappings
- Creating Tenant
- Creating and assigning a domain to the tenant
- Creating a Security profile and associating Domains and Log sources to it
- Creating a user role for Tenant users
- Create the tenant users with desired User role and Security profile
Creating and Configuring Log Source

User can create custom log sources of Qualys LEEF log source type to segregate the data. For more information, see Log Sources.

1. After creating Log Sources, go to DSM Editor and search for Qualys LEEF log source type.

2. Add Event ID and Event Category in Properties tab specific to the log source for which data is to be pulled. In DSM Editor in Qualys LEEF log source 'Properties' tab user needs to create a new Event Id and Event Category like 'QualysMultiline' as per the Log source created, add format string for both Event Id and Event Category then save it.

Note: If the user is upgrading from the Qualys app for QRadar 3.1.1, where Event ID and Event Category was configured for the required log source, user needs to repeat the Step-2 again after upgrade since the Qualys LEEF Log Source Type properties are replaced with new app on upgrading.
3. Create the event mapper in the Event Mappings tab specific for the created log source—
   - User needs to create event mapper in Event Mappings tab and choose the already existing QID i.e., 'QualysMultiline'.
   - Enter the same values in Event ID and Event Category field as per the log source name and then click Choose QID and search for QualysMultiline Information.

   **Note:** This way the user created event mapper inherits the configurations of the QualysMultiline event mapper that comes bundled with app installation.

   ![Image of Qualys LEEF workspace](image)

   Now, user can pull the data into the desired Log Source by following the above steps and saving the same log source in the Qualys VM App settings.

**Managing Multi-tenant Apps**

Qualys VM for QRadar - QRadar 7.3.3 FP10+/7.4.3 FP3+/7.5.0 GA+ can now be used in multi-tenant environment for QRadar V 7.4.1 Fix Pack 2, 7.4.2 GA+ or later. When a user installs the app, they are presented with the option to create a default instance. Users can select this option if they only want a single instance of the app, or the app does not need to support multi-tenancy. If a user does not select the Default Instance option, they must create a separate instance and associate each instance with a security profile to keep all your data separate.

**Creating an Instance**

1. Click the QRadar Assistant app icon ( ), and then click **Applications**.
2. Ensure you are in the List View (Manage > List View option) in Application Manager.
3. In the Installed Extensions section, click the ellipsis icon (···) in the **Options** column of the extension and then click **Create New Instance**.
4. Select the security profile for which the app instance is to be created and click **Next**.

5. Select user role shown for the selected security profile and click **Next**.

6. Review the summary and click **Confirm & Create** to create an instance.

7. Once you confirm the changes, the app is installed for that security profile and app instance is created.

Run the following command to check the app ID for the instance:

```bash
/opt/qradar/support/recon ps
```

8. Go to Admin tab and click **Deploy Changes**.
Managing Instances

After creating multiple instances, it is listed as shown below with the total memory consumed and the memory for each instance.

To configure the Qualys VM App Settings from QRadar Assistant for the created instances, follow the steps mentioned below:

1. Click on the ellipsis icon ( ⋮ ) in the Options column for the instance and then click Configure Instance > Qualys VM App Settings option.
2. Do various configurations on the Configuration Page. For more information, see Qualys VM App Settings.

For more information related to other options, refer Managing instances.

Configuring Instance

For multi-tenant instance, once you complete above configurations, you need to proceed with Qualys API Configurations.
How Qualys App works?

What happens after configuration?

Once you configure and enable Host Detection input, the application bundled with this extension starts fetching your VM detection data. By default, it pulls detection data for 10 hosts at a time. This value is set to such a small number to make sure the app can process your data without hitting the memory limit governed by QRadar. For first run, it might take some time depending on your scan volume. After that, subsequent pulls are incremental ones - fetching only new/changed data.

How does data get into QRadar?

Whenever cron runs any job (based on the cron schedule you defined), it makes outbound API call to Qualys, transforms the XML response it receives into LEEF format and sends it to the QRadar over socket using TCP port configured in QualysMultiline Log Source. Using DSM editor and QualysLEEF Log Source Type provided with this extension, QRadar then puts this data into the events table in Ariel database.
Using the Qualys app

Summary

When you click the Qualys VM tab in the top menu, you can view a summary dashboard provided by the app. It renders the following reports:

- Count of Active Hosts
- Detections by Severity
- Detections by Status
- Detections by Type
- Top 10 Affected Hosts
- Top 10 Vulnerabilities

By default, these reports are based on detection data in the last 20 days. To change this date-time range, use Start Date-Time and End Date-Time and click the Search button. When you click Search, all the reports are updated according to the new date-time range that you have defined.

Knowledgebase

The application has a default copy of knowledgebase bundled with it. This menu shows you some visualizations about current knowledgebase copy. If you enabled knowledgebase input, this copy is kept up to date. It also shows knowledgebase in tabular format.
Reports

You can view reports for vulnerabilities by hosts and hosts by vulnerabilities within specific date range.

**Note:** Not all the data is pulled at once. Only 20 records of all the data are displayed. To get remaining data you can click the paginations option to view the remaining data.

Vulns by Hosts

Click on count of Total Vulnerabilities to view vulnerabilities on the host.
Vulns appear in table format.

Hosts by Vulns

Click on count of Total Hosts to view affected hosts on QID.
Hosts appears in table format.
Search

You can search for vulnerabilities in **Search** tab by QID or CVE or by IP address.

**Note:** Not all the data is pulled at once. Only 20 records of all the data are displayed. To get remaining data you can click the paginations option to view the remaining data.

**Search by IP Address:**

Click on the count of Confirm Vulnerabilities to view vulnerabilities on the host.

Vulns appear in table format.
Search by QID or CVE:

Click on the count of Total Hosts to view affected hosts for the QID or CVE.

Vulns appear in table format.

Raw Data

There may be times when you want to see the raw data. Follow these steps:

1) Go to Log Activity tab and go to Advance Search field.

2) In the Advance Search field, post the sample AQL below. (Tip - For more AQLs, check the Troubleshooting section in this guide.)

   SELECT Qualys Host Id, Operating System, Last Scan Datetime, Tracking Method, Qualys QID, Qualys Severity, Detection Type, Status from events where devicetype = '4001'

3) Select the date range for which you want to see the data.

4) Click Search.

Depending on the results, you may want to change the date-time range to widen/shorten your search span. You can also execute your own AQL queries to find more appropriate data. Refer to fields in Qualys LEEF log source to know the Qualys fields.
**Input Logs**

While running, host detection input sends its log to QRadar over syslog. To see them, you can use the following AQL in **Log Activity > Advance Search**. Follow the same steps mentioned above with below AQL.

**Host Detection**

```
SELECT UTF8(payload) as utf8_payload from events where utf8_payload ILIKE '%Qualys:HostDetection%' ORDER BY utf8_payload ASC
```

**Knowledgebase**

```
SELECT UTF8(payload) as utf8_payload from events where utf8_payload ILIKE '%Qualys:Knowledgebase%' ORDER BY utf8_payload ASC
```
Uninstalling the app

1) Uninstall the app from **Admin > Extensions Management**.

2) Delete custom events for this app:
   a. Go to **Admin > Custom Event Properties**.
   b. Search and delete all entries associated with Qualys LEEF log source type. (How to do? Just search qualys and delete all the entries that displayed in search results).

3) Delete Log Source extension:
   a. Go to **Admin > Log Source Extensions**.
   b. Delete entries with extension QualysLEEFCustom_ext.

4) Delete Log Source:
   a. Go to **Admin > Log Sources**.
   b. Delete log source named Qualys or QualysMultiline.

5) Delete custom event mapping from Qualys LEEF:
   a. Go to **Admin > DSM Editor**.
   b. Search and open Qualys LEEF and go to **Event Mappings** tab.
   c. Delete the entry with Event ID / Category Qualys or QualysMultiline.
   d. Click **Save** button and close the tab.

While uninstalling the app in unfortunate cases, it should be done cleanly. Any leftover artifacts can potentially interfere with next installation attempt creating unstable state. When app gets installed following components is get installed in QRadar, so to uninstall completely following components also need to be removed.
Troubleshooting

If you see no data

If the application is not fetching your VM detection data, go through the list below:

1) Check the data whether data indexing is happening properly with the help of AQL.
2) Check the app configuration.
   - Check host detection ETL is enabled in Qualys VM App Settings.
   - Check cron jobs scheduled properly. For more information about cron jobs scheduling, refer [https://crontab.guru/](https://crontab.guru/).
   - Make sure you have the correct API and access permissions.
   - Make sure your credentials are correct.
   - If you set start date-time, make sure it complies with Qualys required format.
   - If you added extra API parameters, make sure the JSON is valid and that all the extra parameters listed are valid.
3) Make sure you have done Deploy Full Configurations and your TCP port in listening.
4) Make sure QRadar has Internet access and can reach your Qualys API server.
5) Check your host detection ETL is running:
   Login to Qualys App container and run below commands:
   ```bash
   ps aux | grep python
   ```

   If your host detection job is not running

   To run the host detection ETL, run the following command:
   ```bash
   python /opt/app-root/app/etl_host_detection -d
   ```
   Once you run above command, make sure you can see screen like –

   If you get [Errno 111] Connection refused error

   Following error messages will be displayed for different cases:

   **Case 1**
   ```
   ERROR: Socket connection on port 12468 configured for 'QualysMultiline' log source is refused, 'Deploy Full Configuration'. Error while connecting to socket: [Errno 111] Connection refused
   ```

   This error occurs when the Listen port is not LISTENING. You need to do the Deploy Full Configuration on QRadar box to resolve this issue.
Case 2

This error occurs if the proxy settings are not configured on Qualys VM App Settings page. You need to configure proxy setup in Qualys VM App Settings.

If you see HTTP Error 401: Unauthorized error

This error occurs if you provide invalid credentials. To resolve this issue, check the API server URL and credentials.

If you see the ‘Number of host detections logged = 0’ in host detection

This can be due to following reasons:
- No scan was performed on the POD in the given period.
- No vulnerabilities are detected for the scan.
- If the API parameters are incorrect.
  For Example, the 'vm_processed_after': '1999-01-01 00:00' is wrong in following API Request.

  https://qualysapi.qualys.com/api/2.0/fo/asset/host/vm/detection/ with
  PARAM: {'truncation_limit': 10, 'show_results': 0, 'show_igs': 1, 'output_format': 'XML', 'show_tags': 0, 'action': 'list', 'vm_processed_after': '1999-01-01 00:00'}

If you see corresponding record not found in KB message

The following message may appear in Host Detection logs:

A record for QID QID-Number found on Host %s, but its corresponding record not found in KB. May be KB is not updated.

This means you have some detections of given QID, but since your knowledgebase is not up to date, the app could not enrich the event data with QID details (like title, category, CVEs, patchable etc.). You have not enabled the Knowledgebase input in Qualys VM App Settings. Enable it and schedule it to run at least once a week.

If you see Internal Server Error while saving settings

1) This error occurs if Log Source ‘QualysMultiline’ is not configured. You need to complete Log Source configurations.

2) This error occurs if ‘Deploy Full Configuration’ is not done before configuring Qualys App for QRadar.

3) Log source TCP port is not listening. To check, run the following command on QRadar box.
   netstat -tulpn | grep LISTEN
   To enable TCP listen port, you need to Deploy Full Configurations. Even after the Deploy Full Configuration, contact IBM Support.
4) There might be some issue with cron service. Follow the steps given below to identify the issue.
- Go to QRadar terminal and connect to Qualys app’s container. Check if cron service is up and running, if it is not running, start it.

- If you do not find cron service, QRadar did not install cron while installing Qualys app. You need to manually install the cron service and start it. You can confirm the issue from /opt/app-root/store/log/startup.log file as well. It should indicate that cron installation failed.

**If dashboard widgets are not showing data for multi-tenant environment**

When the dashboard widgets are not loading or showing no data even if the data fetch is completed –
- Check whether the Event ID, Event Category, and Event Mapping is created for the desired log source as suggested.
- If more multiple log sources are created and the Event ID, Event Category and Event Mapping are created, make sure all of them are created in same specific order. Suppose if the user has 3 log sources - QualysMultiline(default), QualysTokyo and QualysBerlin, then while creating the event id and event category, order should be similar in both. If the order of creating Event ID and Event Category with respect to the desired log sources mismatches, then the order in QualysLEEFCustom_ext may get affected and hence events parsing may get failed. Also, the events may get addressed as Unknown and not sent to the selected log source.

**DSM editor does not show Tags or DNS properties and you cannot add them**

After installation of Qualys App, if DSM editor does not show TAGS and DNS properties, you can try adding them manually. If you are unable to add them manually, follow these steps:
1) Check if QualysMultiline Log Source has correct Log Source Type. If it is not correct, delete the log source.
2) From DSM editor, delete the Qualys LEEF entry and create a new one. Add appropriate event mappings as mentioned in the Check Log Source Event Mapping section of this document.
3) Create a new Log Source using newly created Qualys LEEF as Log Source Type.
4) Complete Deploy Full Configurations step.
5) Go through the Check Custom Event Properties section of this document to make sure event mappings are all correct.
If you need to delete and recreate Log Source Type Qualys LEEF

Add the following custom event properties to newly created Log Source Type. For each property in the table below, Type should be Regex.

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Log Source Type</th>
<th>Log Source</th>
<th>Event Name</th>
<th>Expression</th>
</tr>
</thead>
<tbody>
<tr>
<td>App Version</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>app_version=[^\t]+</td>
</tr>
<tr>
<td>CVE</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>cves=[^\t]+</td>
</tr>
<tr>
<td>DNS</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>dns=[^\t]+</td>
</tr>
<tr>
<td>Detection Type</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>detection_type=[^\t]+</td>
</tr>
<tr>
<td>First Found Datetime</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>first_found_datetime=[^\t]+</td>
</tr>
<tr>
<td>Host IP</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>ip=[^\t]+</td>
</tr>
<tr>
<td>Last Fixed Datetime</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>last_fixed_datetime=[^\t]+</td>
</tr>
<tr>
<td>Last Found Datetime</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>last_found_datetime=[^\t]+</td>
</tr>
<tr>
<td>Last Scan Datetime</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>last_scan_datetime=[^\t]+</td>
</tr>
<tr>
<td>App ID</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>app_id=[^\t]+</td>
</tr>
<tr>
<td>Last Test Datetime</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>last_test_datetime=[^\t]+</td>
</tr>
<tr>
<td>Last Update Datetime</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>last_update_datetime=[^\t]+</td>
</tr>
<tr>
<td>Network ID</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>network_id=[^\t]+</td>
</tr>
<tr>
<td>Operating System</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>os=[^\t]+</td>
</tr>
<tr>
<td>PCI Flag</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>pci_flag=[^\t]+</td>
</tr>
<tr>
<td>Patchable</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>patchable=[^\t]+</td>
</tr>
<tr>
<td>QID Category</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>category=[^\t]+</td>
</tr>
<tr>
<td>QID Title</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>title=[^\t]+</td>
</tr>
<tr>
<td>Qualys Host Id</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>host_id=[^\t]+</td>
</tr>
<tr>
<td>Qualys QID</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>qid=[^\t]+</td>
</tr>
<tr>
<td>Qualys Severity</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>severity=[^\t]+</td>
</tr>
<tr>
<td>Severity Level</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>sev=[^\t]+</td>
</tr>
<tr>
<td>Status</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>status=[^\t]+</td>
</tr>
<tr>
<td>Tags</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>tags=[^\t]+</td>
</tr>
<tr>
<td>Tracking Method</td>
<td>Qualys LEEF</td>
<td>All</td>
<td>QualysMultiline Information</td>
<td>tracking_method=[^\t]+</td>
</tr>
</tbody>
</table>
Helpful AQLs to check VM Detection Logs and Events

Use the following AQLs to check VM detection data and perform troubleshooting.

To check the logs

You can download app logs from Qualys App container. Go to Advanced tab and click Download button next to Download Application Logs. You can also see ETL logs in ETL folder from the downloaded zip file.

Get the PID (process id) of either etl_host_detection or etl_knowledgebase using the below command inside the container:

    cat /opt/app-root/app/host_detection.pid
    cat /opt/app-root/app/etl_knowledgebase.pid

On the Log Activity search following queries under Advance Search. It shows you the log for the particular PID (replace the <PID> with the appropriate process id):

    SELECT UTF8(payload) as utf8_payload from events where utf8_payload ILIKE '%PID=<PID>%' ORDER BY utf8_payload ASC
    SELECT UTF8(payload) as utf8_payload from events where utf8_payload ILIKE '%Qualys:HostDetection%' ORDER BY utf8_payload ASC
    SELECT UTF8(payload) as utf8_payload from events where utf8_payload ILIKE '%Qualys:Knowledgebase%' ORDER BY utf8_payload ASC
    SELECT UTF8(payload) as utf8_payload from events where utf8_payload ILIKE '%detections =%' ORDER BY utf8_payload ASC
    SELECT UTF8(payload) as utf8_payload from events where LOGSOURCENAME(logsourceid) = 'Qualys' OR LOGSOURCENAME(logsourceid) = 'QualysMultiline'

To check the event data payload

    SELECT LOGSOURCENAME(logsourceid) as logsourceids, UTF8(payload) as utf8_payload from events where LOGSOURCENAME(logsourceid) = 'Qualys' OR LOGSOURCENAME(logsourceid) = 'QualysMultiline'
    SELECT Qualys Host Id, Operating System, Last Scan Datetime, Tracking Method, Qualys QID, Qualys Severity, Detection Type, Status from events where LOGSOURCENAME(logsourceid) = 'Qualys' OR LOGSOURCENAME(logsourceid) = 'QualysMultiline'

Note: User must enter the custom log source name in the where clause, that they have configured for data ingestion.

Compatibility for Qualys VM app for QRadar v3.1.1+

When a user upgrades QRadar Version 7.3.3 FixPack 6 (Build 20201205215722) to 7.3.3 FixPack 10 (Build 20211125190208) followed by 7.5.0 GA with the Qualys App Version 2.0.1 installed (No Application State Change)

In QRadar Version 7.3.3 FixPack 6 (Build 20201205215722) installed Qualys VM App Version 2.0.1
Configured the Qualys VM App Version 2.0.1 - Pulled the HD and KB data and verified the
checkpoints, and saved the Logs.
Upgraded the QRadar Version to 7.3.3 FP10 without the application state changed and with both
the HD and KB data inputs enabled.
Verified the Qualys VM Application Version 2.0.1 in QRadar Version 7.3.3 FixPack 10 (Build
20211125190208) - Verified the API calls making requests for HD and KB and also verified the
application configurations.
Upgraded the QRadar Version to 7.5.0 UpdatePackage 1 (Build 20220215133427) without the
application state changed and with both the HD and KB data inputs enabled.
Verified the Qualys VM Application Version 2.0.1 in QRadar Version 7.5.0 UpdatePackage 1 (Build
20220215133427) - Verified the API calls making requests for HD and KB and also verified the
application configurations, GUI of Qualys App.

Note: Here in this scenario user would not be able to configure multitenant environment in the
upgraded QRadar Versions (** applicable if the user has upgraded to or amongst the
multitenancy supported QRadar versions) as with the upgrade of QRadar environment, base
image version is also upgraded which would not let the older version of Qualys VM App for
QRadar create a new instance in the environment due libraries conflict.

QRadar Versions i.e 7.4.3 FP1, 7.4.2 FP3, 7.3.3 FP
Qualys Support

If you tried the troubleshooting steps but still need help, contact Qualys Support at https://www.qualys.com/support/

Provide the following information to Qualys Support:

- Qualys App version number
- QRadar version number, including the patch number
- Steps to reproduce the issue
- Note any manual changes done to Qualys app’s code
- Note any manual changes done to Qualys app’s container
- download the logs from Admin > Qualys VM App Settings page and attach them to your support case.