



Cloud Agent

Getting Started Guide

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About this Guide

Thank you for your interest in our revolutionary new Qualys Cloud Agent Platform. This new platform extends the Qualys Cloud Platform to continuously assess global IT infrastructure and applications using lightweight agents. All you have to do is install agents on your IT assets. We'll help you get started quickly!

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/

Get Started

With Qualys Cloud Agent you'll get continuous network security updates through the cloud. As soon as changes are discovered on your hosts they'll be assessed and you'll know about new security threats right away. All you have to do is install lightweight agents on your hosts - we'll help you do this quickly!

Overview

Install lightweight agents in minutes on your IT assets. These can be installed on your on-premise systems, dynamic cloud environments and mobile endpoints. Agents are centrally managed by the cloud agent platform and are self-updating (no reboot needed).

Scanning in the Cloud We'll start syncing asset data to the cloud agent platform once agents are installed. Agents continuously collect metadata, beam it to the cloud agent platform where full assessments occur right away. Since the heavy lifting is done in the cloud the agent needs minimal footprint and processing on target systems.

Stay updated with network security Scanning in the cloud uses the same signatures (vulnerabilities, compliance datapoints) as traditional scanning with Qualys scanners. You'll get informed right away about new security threats using your Qualys Cloud Platform applications - Vulnerability Management (VM), Policy Compliance (PC), Continuous Monitoring (CM), AssetView (AV) and more!

What do I need to know?

Here's a few things to know before you install agents on hosts within your network.

Get informed quickly about Qualys Cloud Agent (CA).

Video Tutorials

[Cloud Agent Platform Introduction \(2m 10 s\)](#)

[Getting Started Tutorial \(4m 58s\)](#)

Cloud Agent requirements

- We support these systems: Windows, Linux/Unix (.rpm), Linux (.deb), BSD(.txz), Apple Mac OSX (.pkg)

Cloud Agent Platform Availability Matrix

- Your hosts must be able to reach your Qualys Cloud Platform (or the Qualys Private Cloud Platform) over HTTPS port 443. Go to Help > About to see the URL your hosts need to access.
- To install Windows Agent you must have local administrator privileges on your hosts. Proxy configuration is supported
- To install Linux Agent, BSD Agent, Unix Agent, MacOS Agent you must have root privileges, non-root with Sudo root delegation, or non-root with sufficient privileges (VM scan only). Proxy configuration is supported.

Steps to install agents

- Create an activation key. This provides a way to group agents and bind them to your account.
- Download the agent installer to your local machine.
- Run the installer on each host from an elevated command prompt, or use group policy or a systems management tool.
- Activate agents for modules in your subscription (VM, PC, FIM, EDR, PM, etc). A license will be consumed for each agent activated.

Our Quick Start Guide helps you get started

Check out our Quick Start Guide (you can go to user name menu and select this option). On the left you'll see step by step instructions with links to the right places to take actions. On the right you'll find links to video tutorials.

Qualys URL your hosts need to access

The Qualys URL you use depends on the Qualys platform where your account is located.

Refer <https://www.qualys.com/platform-identification/>

Tip - You can click **Cloud Agent Overview** to get helpful information on requirements, proxy support and more.

The screenshot shows the Qualys Cloud Agent Platform interface. At the top, there's a navigation bar with 'Cloud Agent', 'Help', 'Steve King', and 'Log out'. Below that is a 'Agent Management' section. The main content area has a blue header 'Welcome to Qualys® Cloud Agent Platform' with the subtext 'Thank you for signing up for our revolutionary new platform that gives you continuous network security updates through the cloud using lightweight agents. It's easy to get started!'. Below this is a section titled 'Get started with these quick steps' with a 'See your agents' link. It lists four steps: 1. 'Cloud Agent Overview' (lightbulb icon), 2. 'Download & Install Agents' (down arrow icon), 3. 'We're Ready to Start Syncing to the Cloud!' (cloud icon), and 4. 'Change Configuration (optional)' (gear icon). To the right, there's a sidebar with 'Video Tutorials' containing 'CA Platform Introduction' (2m 10s) and 'Getting Started Tutorial' (4m 58s). Below that is a section for 'Qualys Top Community Posts' with links to 'CA Platform Announcement', 'Webcast - An Introduction to CA' (58m), and 'Getting Started Guide'.

Looking for training? You might want to check out these options.

Free Training

Take a free CA self paced class

CA video library

Cloud Agent Platform Availability Matrix

For the most current list of supported cloud agents with versions and modules on the Qualys Cloud Platform, please refer to the following article:

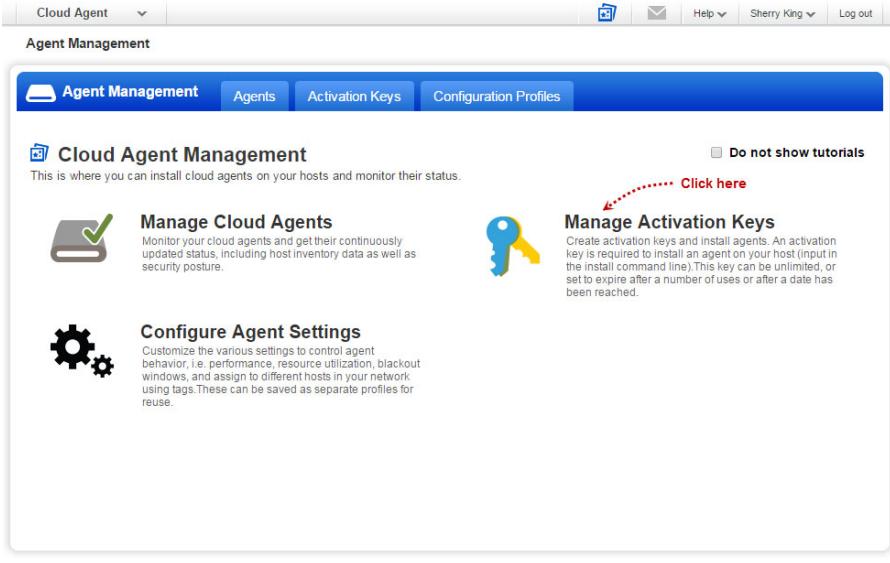
[Cloud Agent Platform Availability Matrix](#)

It's easy to install agents

It just takes a couple minutes to install an agent. Our wizard will help you do it quickly!

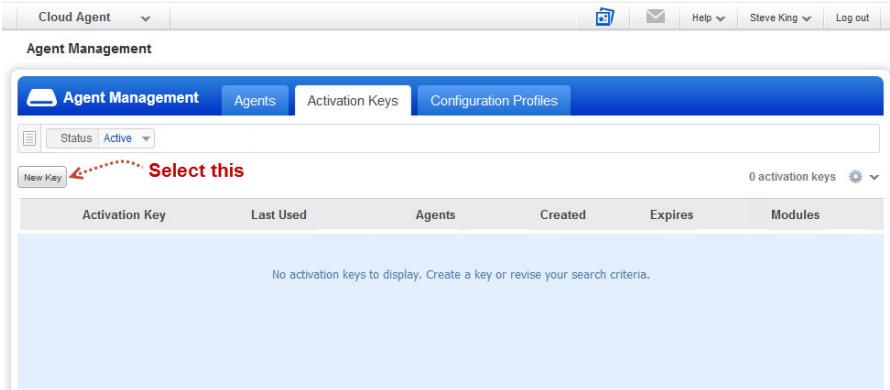
Help me with the steps

Start the wizard Choose Agent Management and select Manage Activation Keys (or go to the Activation Keys tab).



The screenshot shows the 'Agent Management' section of a software interface. At the top, there are tabs for 'Agent Management', 'Agents', 'Activation Keys', and 'Configuration Profiles'. The 'Activation Keys' tab is selected. Below the tabs, there are three main sections: 'Manage Cloud Agents' (with a checkmark icon), 'Configure Agent Settings' (with a gear icon), and 'Manage Activation Keys' (with a key icon). A red arrow points from the text 'Select New Key to create a new activation key. An activation key is used to install agents.' to the 'Click here' link in the 'Manage Activation Keys' section. At the bottom right of the interface, there are links for 'About', 'Terms of Use', and 'Support'.

Select New Key to create a new activation key. An activation key is used to install agents.



The screenshot shows the 'Activation Keys' interface. At the top, there are tabs for 'Status' and 'Active'. The 'Active' tab is selected. Below the tabs, there is a 'New Key' button with a red arrow pointing to it. The main area shows a table with columns: Activation Key, Last Used, Agents, Created, Expires, and Modules. The table is currently empty, displaying the message 'No activation keys to display. Create a key or revise your search criteria.' At the bottom right of the interface, there is a link for 'About'.

The activate key provides a way to group agents and bind them to your account.

For example, you can create different keys for various business functions and

Already have a key? Just select a key from the list, and select Install Agent from the Quick Actions menu.

Generate a new activation key Click the Generate button.

New Activation Key

Turn help tips: On | Off X

Create a new activation key

An activation key is used to install agents. This provides a way to group agents and better manage your account. By default this key is unlimited - it allows you to add any number of agents at any time.

Title Select | Create

(no tags selected)

Provision Key for these applications

<input checked="" type="checkbox"/> AI	Asset Inventory Activations managed by AI.	<input type="checkbox"/> PM	Patch Management License limit not enforced.
<input type="checkbox"/> VM	Vulnerability Management License limit not enforced.	<input type="checkbox"/> PC	Policy Compliance License limit not enforced.
<input type="checkbox"/> EDR	Endpoint Detection and Response License limit not enforced.	<input type="checkbox"/> FIM	File Integrity Monitoring License limit not enforced.
<input type="checkbox"/> SCA	Secure Config Assessment License limit not enforced.	<input type="checkbox"/> SA	Security Analytics License limit not enforced.

Set limits

Close Unlimited Key Generate

Give your key a meaningful name to easily identify it later.

Why add tags?
This helps you manage agents - we'll associate tags to agent hosts.

Your key is unlimited by default - install any number of agents at any time.

Set limits if you want the key to expire after a number of agents, or on a certain date, or both.

Auto activate agents for apps in your account. Skip this step to activate agents at a later time.

Review requirements and click Install Instructions for the target agent host.

Installation Requirements				
	Windows (.exe)	x86-32/64	Microsoft Windows Client Microsoft Windows Server	Install instructions
	Linux (.rpm)	x64	Red Hat Enterprise Linux CentOS Fedora OpenSUSE SUSE Enterprise Linux Amazon Linux Oracle Enterprise Linux	Install instructions
	Linux (.rpm)	ARM64	Red Hat Enterprise Linux CentOS Amazon Linux	Install instructions
	Linux (.deb)	x64	Debian Ubuntu	Install instructions
	Linux (.deb)	ARM64	Debian Ubuntu	Install instructions
	Mac (.pkg)	x64	Apple macOS Apple OS X	Install instructions
	AIX (.bff.gz)	Power5	IBM AIX	Install instructions
	BSD (.txz)	x64	FreeBSD	Install instructions

Don't see all of the options?
Just go to Help > Contact
Support and we'll help you with this quickly

Install your agents You'll download the agent installer and run on your hosts. To run the installer you just copy and paste the command shown - it's that simple.

Depending on the OS type, you'll download respective agent installer and install the agent from Install Instructions.

Few examples:

For Linux (.rpm) ARM64, you'll click Download .rpm button to download the agent installer.

For Linux (.deb) ARM64, you'll click Download .deb button to download the agent installer.

For MacOS (.pkg) x64, you'll click Download .pkg button to download the agent installer.

Setup proxy support Our installation guides help you with this and more options.

Installation Guides: [Windows Agent](#) | [Linux Agent](#) | [BSD Agent](#) | [Unix Agent](#) | [MacOS Agent](#)

Installing agents in AWS

Please follow the installation steps provided at the link below.

[Learn more](#)

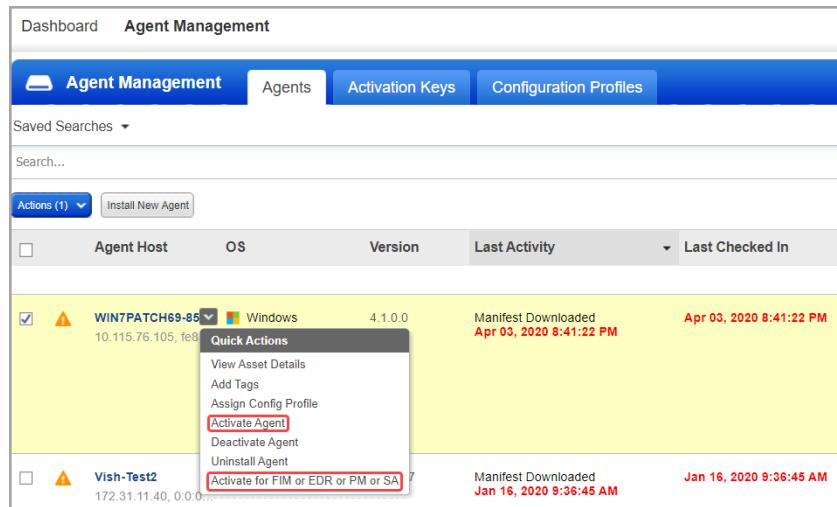
[Installing Cloud Agent in AWS](#)

We're syncing asset data to the cloud!

The agent immediately connects to the cloud agent platform and registers itself. We would expect you to see your first asset discovery results within a few minutes. This is a light scan that collects asset inventory data: IP address, OS, DNS/NetBIOS names, MAC address.

Status messages are continuously updated. [Learn more](#)

Be sure to Activate Agents for modules (VM/PC) or (FIM/EDR/PM/SA). Activate Agent from the Quick Actions menu (or do it for many agents in bulk using the Actions menu). If you skip this step your agents will sync inventory information only (IP address, OS, DNS and NetBIOS names, MAC address) and the cloud agent platform will not perform host assessments and report security threats.



Actions (1)	Install New Agent			
<input type="checkbox"/> Agent Host	OS	Version	Last Activity	Last Checked In
<input checked="" type="checkbox"/> WIN7PATCH69-85 10.115.76.105, fe80::1%1	Windows	4.1.0.0	Manifest Downloaded Apr 03, 2020 8:41:22 PM	Apr 03, 2020 8:41:22 PM
<input type="checkbox"/> Vish-Test2 172.31.11.40, 0:0			Manifest Downloaded Jan 16, 2020 9:36:45 AM	Jan 16, 2020 9:36:45 AM

No agent status? You should see the status of your agent (on the Agents tab) a few minutes after installation. If there's no status this means your agent has not been installed - it did not successfully connect to the cloud platform and register itself.

There are 2 common reasons for this:

1) The agent host cannot reach the Qualys Cloud Platform (or the Qualys Private Cloud Platform if this applies to you) over HTTPS port 443. Check network access and be sure to whitelist the platform URL listed in your account. Just go to Help > About for details.

2) You have a custom proxy. Our Quick Start Guide > Cloud Agent Overview will help you with this quickly.

Still need help? Keep in mind your agents must connect to the cloud platform to start syncing asset data to the cloud. Read our troubleshooting tips (under Help > Online Help).

Continuous scanning in the cloud

The first assessment scan in the cloud takes some time, after that scans complete as soon as new host metadata is uploaded to the platform.



How it works The agent sends up an upload of the baseline snapshot to the cloud agent platform for assessment. For the initial upload the agent collects comprehensive metadata about the target host (a few megabytes) and sends a baseline snapshot to the cloud for assessment. The status Scan Complete is reported upon success. This first scan typically takes 30 minutes to 2 hours using the default configuration - after that scans run instantly on the delta uploads (a few kilobytes each).

The asset data the agent collects includes many things for the baseline snapshot like network posture, OS, open ports, installed software, registry info, what patches are installed, environment variables, and metadata associated with files. The agent stores a snapshot on the agent host to quickly determine deltas to host metadata it collects.

What signatures are tested? Agent-based scanning uses the same signatures (vulnerabilities, compliance datapoints) as traditional scanning with Qualys scanners. If you've activated your agents for VM, we'll test for vulnerability signatures. If you've activated your agents for PC we'll check for compliance datapoints.

Cloud Agent Cloud Provider Metadata

Available starting with Cloud Agent Linux 1.7.0 and Cloud Agent Windows 1.6.0 releases, the Qualys Cloud Agent collects instance metadata from supported public cloud providers, including Amazon Web Services, Microsoft Azure, and Google Compute Platform.

The agent collects the instance metadata from the cloud provider's instance metadata web services locally available from each running instance via HTTP as part of the agent's default inventory collection. The collected instance metadata is available in the Qualys AssetView module (Asset Details and new search tokens) and Asset Management API.

Cloud Provider Instance Metadata

The following table lists the instance metadata currently collected by the Cloud Agent for each cloud provider. Refer to the Cloud Agent Release Notes for additional instance metadata collected from public cloud providers in future versions of the Cloud Agent.

For AWS

Cloud Agent Windows	Cloud Agent Linux
accountId	accountId
ami-id	ami-id
availability-zone	availability-zone
instance-id	instance-id
instance-type	instance-type
kernel-id	kernel-id
local-hostname	local-hostname
local-ipv4	local-ipv4
network/interfaces/macs/mac/mac	network/interfaces/macs/mac/mac
network/interfaces/macs/mac/subnet-id	network/interfaces/macs/mac/subnet-id
public-hostname	public-hostname
public-ipv4	public-ipv4
region	region
reservation-id	reservation-id
security-groups	security-groups
security-groups-ids	security-groups-ids
vpc-id	vpc-id
asset.aws.ec2.availabilityZone	asset.aws.ec2.instanceId
asset.aws.ec2.accountId	asset.aws.ec2.instanceType
asset.aws.ec2.region	asset.aws.ec2.privateIpAddress
asset.aws.ec2.VPCId	asset.aws.ec2.region
asset.aws.ec2.publicIpAddress	asset.aws.ec2.kernelId
asset.aws.ec2.document	asset.aws.ec2.availabilityZone
asset.aws.ec2.macAddress-find	asset.aws.ec2.amiId
asset.aws.ec2.instanceId	asset.aws.ec2.accountId
asset.aws.ec2.kernelId	asset.aws.ec2.hostname
asset.aws.ec2.macAddress	asset.aws.ec2.hostnamePublic
asset.aws.ec2.hostnamePublic	asset.aws.ec2.publicIpAddress
asset.aws.ec2.subnetId	asset.aws.ec2.macAddress
asset.aws.ec2.securityGroups	asset.aws.ec2.reservationId
asset.aws.ec2.reservationId	asset.aws.ec2.ami-launch-index
asset.aws.ec2.instanceType	asset.aws.ec2.ami-manifest-path
asset.aws.ec2.securityGroupIds	asset.aws.ec2.instance-action
asset.aws.ec2.privateIpAddress	asset.aws.ec2.securityGroups
asset.aws.ec2.amiId	asset.aws.ec2.VPCId
asset.aws.ec2.hostname	asset.aws.ec2.securityGroupsIds
	asset.aws.ec2.subnetId

For Azure

Cloud Agent Windows	Cloud Agent Linux
compute.location	compute.location
compute.name	compute.name
compute.offer	compute.offer
compute.osType	compute.osType
compute.publisher	compute.publisher
compute.resourceGroupName	compute.resourceGroupName
compute.subscriptionId	compute.subscriptionId
compute.tags	compute.tags
compute.version	compute.version
compute.vmId	compute.vmId
compute.vmSize	compute.vmSize
network.interface.ipv4.ipaddress.privateIpAddress	network.interface.ipv4.ipaddress.privateIpAddress
network.interface.ipv4.ipaddress.publicIpAddress	network.interface.ipv4.ipaddress.publicIpAddress
network.interface.ipv4.subnet.address	network.interface.ipv4.subnet.address
network.interface.ipv6.ipaddress.ipAddress	network.interface.ipv6.ipaddress.ipAddress
network.interface.macAddress	network.interface.macAddress
asset.azure.vm.subnet	asset.azure.vm.vmId
asset.azure.vm.offer	asset.azure.vm.name
asset.azure.vm	asset.azure.vm.location
asset.azure.vm.subscriptionId	asset.azure.vm.vmSize
asset.azure.vm.name	asset.azure.vm.offer
asset.azure.vm.publisher	asset.azure.vm.publisher
asset.azure.vm.privateIpAddress	asset.azure.vm.version
asset.azure.vm.vmSize	asset.azure.vm.osType
asset.azure.vm.publicIpAddress	asset.azure.vm.SubscriptionId
asset.azure.tags	asset.azure.tags
asset.azure.vm.version	asset.azure.vm.resourceGroupName
asset.azure.vm.ipv6	asset.azure.vm.subnet
asset.azure.vm.vmId	asset.azure.vm.macAddress
asset.azure.vm.macAddress	asset.azure.vm.publicIpAddress
asset.azure.vm.location	asset.azure.vm.privateIpAddress
asset.azure.vm.resourceGroupName	asset.azure.vm.ipv6
asset.azure.vm.osType	

For GCP

Cloud Agent Windows	Cloud Agent Linux
instance/hostname	instance/hostname
instance/id	instance/id
instance/machine-type	instance/machine-type
instance/network-interfaces/	instance/network-interfaces/
instance/network-interfaces/0/access-configs/0/external-ip	instance/network-interfaces/0/access-configs/0/external-ip
instance/network-interfaces/0/ip	instance/network-interfaces/0/ip
instance/network-interfaces/0/mac	instance/network-interfaces/0/mac
instance/network-interfaces/0/network	instance/network-interfaces/0/network
instance/zone	instance/zone
project/numeric-project-id	project/numeric-project-id
project/project-id	project/project-id
asset.gcp.compute.projectIdNo	asset.gcp.compute.id
asset.gcp.compute.hostname	asset.gcp.compute.hostname
asset.gcp.compute.projectDetails	asset.gcp.compute.machineType
asset.gcp.compute.id-PreAggregate	asset.gcp.compute.zone
asset.gcp.compute.macAddress	asset.gcp.compute.publicIpAddress
asset.gcp.compute.id	asset.gcp.compute.privateIpAddress
asset.gcp.compute.publicIpAddress	asset.gcp.compute.network
asset.gcp.compute.projectId	asset.gcp.compute.macAddress
asset.gcp.compute.networkInterface	asset.gcp.compute.projectIdNo
asset.gcp.compute.zone	asset.gcp.compute.projectId
asset.gcp.compute.network	
asset.gcp.compute.privateIpAddress	
asset.gcp.compute.machineType	

For IBM

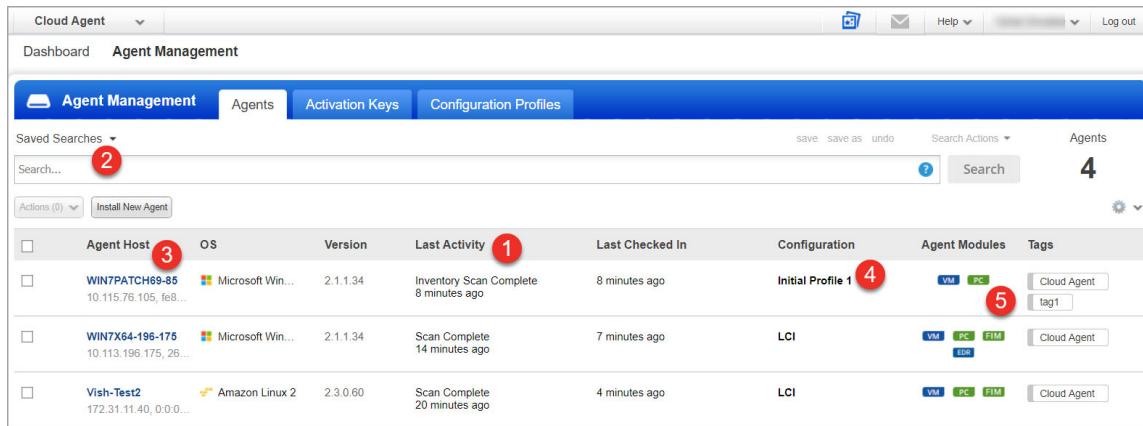
Cloud Agent Windows	Cloud Agent Linux
asset.ibm.virtualServer.frontendMacAddresses	asset.ibm.virtualServer.location
asset.ibm.virtualServer.backendMacAddresses	asset.ibm.virtualServer.datacenterId
asset.ibm.virtualServer.id	asset.ibm.virtualServer.deviceName
asset.ibm.virtualServer.publicIP	asset.ibm.virtualServer.publicIp
asset.ibm.virtualServer.publicVlan	asset.ibm.virtualServer.privateIp
asset.ibm.virtualServer.privateVlan	asset.ibm.virtualServer.id
asset.ibm.virtualServer.domain	asset.ibm.virtualServer.domain
asset.ibm.virtualServer.tags	asset.ibm.tags
asset.ibm.virtualServer.deviceName	asset.ibm.virtualServer.publicVlan
asset.ibm.virtualServer.location	asset.ibm.virtualServer.privateVlan
asset.ibm.virtualServer.privateIP	
asset.ibm.virtualServer.datacenterId	
asset.ibm.virtualServer.id-PreAggregate	

For OCI

Cloud Agent Windows	Cloud Agent Linux
asset.oracle.compute.image asset.oracle.compute.vnic asset.oracle.compute.state asset.oracle.compute.displayName asset.oracle.compute.instanceId asset.oracle.compute.compartmentId asset.oracle.compute.timeCreated asset.oracle.compute asset.oracle.compute.definedtags asset.oracle.compute.freeformtags asset.oracle.compute.shape asset.oracle.compute.region asset.oracle.compute.faultDomain asset.oracle.compute.availabilityDomain asset.oracle.compute.hostname asset.oracle.compute.canonicalRegionName	asset.oracle.compute.instanceId asset.oracle.compute.displayName asset.oracle.compute.compartmentId asset.oracle.compute.shape asset.oracle.compute.state asset.oracle.compute.region asset.oracle.compute.availabilityDomain asset.oracle.compute.timeCreated asset.oracle.compute.image asset.oracle.compute.faultDomain asset.oracle.compute.hostName asset.oracle.compute.canonicalRegionName asset.oracle.compute.definedtags asset.oracle.compute.freeformtags asset.oracle.compute.vnic

Manage Your Agents

A quick look at your agents



The screenshot shows the 'Agent Management' tab of the Qualys Cloud Agent interface. The interface includes a search bar (2), a table of agents (3), and a configuration profile (4). A tag (5) is also visible. The table columns include Agent Host, OS, Version, Last Activity, Last Checked In, Configuration, Agent Modules, and Tags. The configuration profile 'Initial Profile 1' is highlighted.

Agent Host	OS	Version	Last Activity	Last Checked In	Configuration	Agent Modules	Tags
WIN7PATCH69-85 10.115.76.105, fe8...	Microsoft Win...	2.1.1.34	Inventory Scan Complete 8 minutes ago	8 minutes ago	Initial Profile 1	VM, IPC, FIM, EDR	Cloud Agent, tag1
WIN7X64-196-175 10.113.196.175, 26...	Microsoft Win...	2.1.1.34	Scan Complete 14 minutes ago	7 minutes ago	LCI	VM, IPC, FIM, EDR	Cloud Agent
Vish-Test2 172.31.11.40, 0.0.0...	Amazon Linux 2	2.3.0.60	Scan Complete 20 minutes ago	4 minutes ago	LCI	VM, IPC, FIM	Cloud Agent

- 1 You should see status messages within a few minutes after installation. [Learn more](#)
- 2 Search your agents - your agents list includes all installed agents that have connected to the Qualys Cloud Platform.
- 3 Agent hostname - NetBIOS name for a Windows host, DNS name for a Linux host. You can configure the name displayed. Just select View Asset Details from the Quick Actions menu.
- 4 A configuration profile has settings that impact agent behavior. Initial Profile is the profile provided by our service to help you get started. Want create a profile with customized settings? Just go to Configuration Profiles and select New Profile.
- 5 We assign the Cloud Agent tag to agent hosts automatically. This helps you manage and report on your agent assets.

Agent Host	OS	Version	Last Activity
WIN7PATCH69-85	Windows 10.115.76.105, f68	4.1.0.0	Manifest Downloaded Apr 03, 2020 8:41:22 PM
Vish-Test2	172.31.11.40, 0:0:0...	1.0.0.0	Activate for FIM or EDR or PM or SA Manifest Downloaded Jan 16, 2020 9:36:45 AM

Quick Actions menu lets you

- view asset details
- activate agent for various assessments (VM, PC, etc)
- uninstall agent

Actions (1)	Install New Agent	Version	Last Activity
View Asset Details		Windows	4.1.0.0 Manifest Downloaded Apr 03, 2020 8:41:22 PM
Add Tags			
Assign Config Profile			
Activate Agent			
Deactivate Agent			
Uninstall Agent			
Activate for FIM or EDR or PM or SA			
Clear selections			

Actions menu lets you update multiple agents at once

Tell me about agent status

The agent status is continuously updated to keep you informed about your agent. Not seeing any status? Read our troubleshooting tips (under Help > Online Help).

Provisioned

The agent successfully connected to the cloud platform and registered itself.

Manifest Downloaded

The cloud platform updated the manifest assigned to this agent. This tells the agent what metadata to collect from the host. The updated manifest was successfully downloaded and it is in effect for this agent. For non-Windows agents the status column shows specific manifest download status, such as Inventory Manifest Downloaded for inventory, and the following status for scans:

VM Manifest Downloaded, PC Manifest Downloaded, FIM Manifest Downloaded, or EDR Manifest Downloaded.

Configuration Downloaded

A user updated the configuration profile assigned to this agent. This defines agent behavior, i.e. how the agent will collect data from the host. The updated profile was successfully downloaded and it is in effect for this agent.

Agent Downloaded

A new agent version was downloaded and the agent was upgraded as part of the auto-update process. Note the agent does not need to reboot to upgrade itself.

Inventory Scan Complete

The agent completed host discovery, collected some host information and sent it to the cloud platform. During host discovery the agent attempts to collect this information: IP address, OS, NetBIOS name, DNS name, MAC address.

Scan Complete

The agent uploaded new host metadata and an assessment was performed on the cloud platform. If there is new assessment data (e.g. new VM vulnerabilities, PC datapoints) the cloud platform processes this data to make it available in your account for viewing and reporting.

Easily view current Asset Details

A screenshot of a software interface showing a list of assets. The first asset, 'WIN7PATCH69-85', has a context menu open over it. The menu is titled 'Quick Actions' and includes options: 'View Asset Details' (which is highlighted with a red box), 'Add Tags', 'Assign Config Profile', 'Activate Agent', 'Deactivate Agent', and 'Uninstall Agent'. The asset details show: Agent Host 'WIN7PATCH69-85', OS 'Windows 4.1.0.0', Version '4.1.0.0', and Last Activity 'Manifest Downloaded Apr 03, 2020 8:41:22 PM'. The second asset, 'Vish-Test2', is listed below with similar details.

Select **View Asset Details** from the menu

Asset Summary and sections that follow show you current asset data returned from the latest inventory scan and the latest full scan (assessment).

A screenshot of the 'View Asset Details' dialog for asset '101854-T450'. The dialog is divided into several sections:

- Asset Summary:** Shows the asset's name (101854-T450), operating system (Microsoft Windows 7 Professional 6.1.7601 Service Pack 1 Build 7601), and manufacturer (LENOVO / 20BV000DUS).
- Identification:** Lists various identification details:
 - DNS Hostname: 101854-T450
 - FQDN: 101854-T450
 - NetBIOS Name: 101854-T450
 - IPv4 Addresses: 10.0.2.15
 - IPv6 Addresses: fe80::0:0:0:15
 - Asset ID: 429512
 - Host ID: -
- Activity:** Lists activity details:
 - Last User Login: CORP\ashah
 - Last System Boot: June 15, 2017 3:55 AM
 - Created On: December 9, 2016 1:20 PM
 - Last Checked-In: 24 minutes ago 1:51 PM
- Tags:** Shows tags assigned to the asset: Comp_10.10.107_10_WinOnly, testxxxx, Cloud Agent.
- Last Location:** Shows a small map of the world indicating the last known location of the asset.

Drill down to the various sections to view comprehensive details returned from vulnerability assessments. You can view control datapoints when your account has Policy Compliance (PC) enabled, and alert notifications when Continuous Monitoring (CM) is enabled.

Take bulk actions on agents

Activate, Deactivate, Uninstall multiple agents in one go!

Select agents from your agents list, open the Actions menu and select the bulk action to apply.

Version	Last Activity
4.1.0.0	Manifest Downloaded Apr 03, 2020 8:41:22 PM
2.5.0.17	Manifest Downloaded Jan 16, 2020 9:36:45 AM
2.5.0.129	Inventory Scan Complete Jan 08, 2020 6:32:46 PM

Change configuration

Agents have a default configuration and this controls how agents behave. You can change agent configuration by creating configuration profiles, and change the order they are applied.

Order	Profile Name	Created by	Last modified
1	Initial Profile (Default)	System	Sept 10, 2019
2	My configuration profile	POC manager (quays_as)	July 1, 2020

Tip - Double click Initial Profile to view the default settings provided by Qualys

Initial Profile is the default profile with configuration settings provided by Qualys. This is assigned to agents by default at installation time. You can easily view the profile settings.

Profile settings impact many agent behaviors. How and when the agent collects metadata, when it should sync with the cloud platform, when to do self-updates, tuning of performance and bandwidth utilization, etc. You can create custom profiles and assign to hosts.

Best Practices You might want to assign different agent configurations for different parts of your network infrastructure, i.e. laptops, servers, desktops, datacenters. Just tag your hosts according to your groupings and assign these tags to different configuration profiles.

Tagging agent hosts

The dynamic asset tagging features help you manage your agent host assets just like other assets in your subscription.

The Cloud Agent tag is assigned to every agent host. Select this tag and you'll see the number of agent hosts (assets).

AssetView

Assets Tags

Search Results Actions (1) New Tag

Filter Results

Quick Filters

- Not In Use
- In scope
- Favorite

Color

Name

Created

Name	Created
Asset Owners	30 Apr 2015
Business Risk	30 Apr 2015
Business Units	15 Dec 2014
Cloud Agent	15 Dec 2014
Offices	30 Apr 2015
Scanner Appliances	30 Apr 2015
Systems	30 Apr 2015

Preview

Cloud Agent
Path: Cloud Agent

Last updated by Agent pod3 Agent pod3 (quays_a11) | 30 Apr 2015 11:05AM GMT-0700

Created By: System Assets 6 Reports 0 Users 0

Created on: 15 Dec 2014 4:01PM GMT-0700

Type: Static

The Find assets option lets you find agent assets.

AssetView

Assets Tags

Search

Filter Results

Quick Filters

- Not In Use
- In scope
- Favorite

Color

Name

Created

Name	Created
Asset Owners	30 Apr 2015
Business Risk	30 Apr 2015
Business Units	15 Dec 2014
Cloud Agent	15 Dec 2014
Offices	30 Apr 2015
Scanner Appliances	30 Apr 2015
Systems	30 Apr 2015

Preview

Cloud Agent
Path: Cloud Agent

Quick Actions

- View
- Edit
- Find assets**
- Move to root
- Mark as favorite
- Remove from favorites
- Add Child Tag
- Delete

You might want to tag agent hosts to help you organize them and report on them.

AssetView

Assets Tags

Filters: (1) applied

Clear Filters | Show Filters

Page 1 of 1 | Displaying 1 - 6 of 6

Asset Names

10.11.65.244

Operating System Modules

Microsoft Windows Server 2012 R2 Standard 6.3.9600 ... VM PC

10.11.65.244 | QDWIN2012R2

Cloud Agent LeNick Courtot (IT Team) Servers Add tags

10.11.65.242

Corporate Headquarters Steven Franchise (Compliance Team) Cloud Agent Add tags

10.11.65.122

Steven Franchise (Compliance Team) Cloud Agent Medium Add tags

Looking for agent files?

The agent is centrally managed by the cloud platform. For this reason you should not edit or execute the agent files installed on your hosts - we list these here for your information. For help with troubleshooting you might want to review the log files.

What's included? Program files, the manifest (instructions for what data the agent collects), configuration (how the agent behaves), snapshot database and log files.

Windows Agent

C:\Program Files (x86)\QualysAgent\Qualys\QualysCloudAgent.exe
C:\Program Files (x86)\QualysAgent\Qualys\Uninstall.exe
C:\ProgramData\Qualys\QualysAgent*

Log files (Log.txt, Archive.txt) are located here:

C:\ProgramData\Qualys\QualysAgent

On XP and Server 2003, log files are located here:

C:\Documents and Settings\All Users\Application Data\Qualys\QualysAgent

Have custom variables? No worries, we'll install the agents following the environment settings defined for your hosts.

Linux Agent, BSD Agent, Unix Agent, MacOS Agent

/etc/init.d/qualys-cloud-agent
/etc/rc.d //BSD
/etc/qualys/cloud-agent/qagent-log.conf
/var/log/qualys/qualys-cloud-agent.log
/var/opt/qualys/qualys-cloud-agent.log //Unix
/usr/local/qualys/cloud-agent/* //Linux/BSD, Unix
/Applications/QualysCloudAgent.app/* //MacOS

Still need help? Click [Read our troubleshooting tips](#) (under Help > Online Help).

Appendix

End-of-Service Cloud Agent Versions

Please see the table below for the cloud agent versions that are no longer supported.

Platform	End-of-Service Agent Version
Windows	Prior to 3.0
Linux	Prior to 2.6
IBM AIX	Prior to 2.0
MacOS	Prior to 2.0

How to find agents that are no longer supported?

There are a few ways to find your agents from the Qualys Cloud Platform.

- [QID 105961 EOL/Obsolete Software: Qualys Cloud Agent Detected](#)
- [Search by Agent Version](#)
- [Search by Software Lifecycle Stage](#)
- [Use Cloud Agent Dashboard](#)

QID 105961 EOL/Obsolete Software: Qualys Cloud Agent Detected

VULNSIGS-2.5.117-2

ML-12.2.62-1

Note: There are no vulnerabilities. This is simply an EOL QID. By default, all EOL QIDs are posted as a severity 5

Search by Agent Version

For example, you can find agents by the agent version number by navigating to Cloud Agent > Agent Management > Agents and using the following search query:

agentVersion<2.1*

Actions (0)	Install New Agent						
<input type="checkbox"/>	Agent Host	OS	Version	Last Activity	Last Checked In	Configuration	Agent Modules
<input type="checkbox"/>	Ubuntu Linux ...	Ubuntu Linux ...	1.7.1.37	VM Manifest Downloaded a minute ago	a minute ago	Default Profile	AI VM

Search by Software Lifecycle Stage

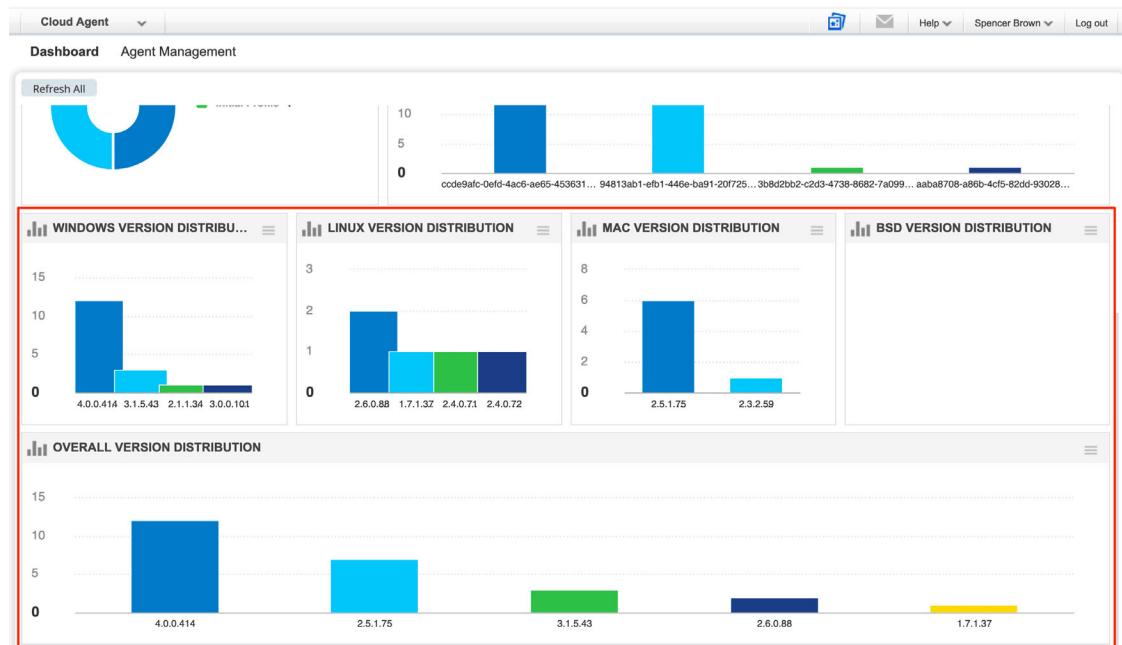
For example, you can find agents by the software name and lifecycle stage by navigating to Global IT Asset Inventory > Inventory > Software and using the following search query:

Software:((name:Qualys) and lifecycle.stage: 'EOL/EOS')

LICENSE	RELEASE	CATEGORY	LICENSE	LIFECYCLE	INSTANCES
Commercial	1.1.0	Security	Commercial	EOL/EOS	3

Use Cloud Agent Dashboard

Go to Dashboard and you'll see widgets that show distribution by platform.



What action do I need to take?

Upgrade your deployed agents

Upgrade your cloud agents to the latest version. See instructions for upgrading cloud agents in the following installation guides: [Windows](#) | [Linux](#) | [AIX/Unix](#) | [MacOS](#) | [BSD](#)

Tip - All Cloud Agent documentation, including installation guides, online help and release notes, can be found at qualys.com/documentation.

Install the latest version for future deployments

You'll want to download and install the latest agent versions from the Cloud Agent UI. Please refer [Cloud Agent Platform Availability Matrix](#) for details.

Install Agents

A few things to know before you install agents

Give your key a name and add tags to easily find agents installed using this key. We'll associate the tags to the agent hosts.

Activation Key  

Key Type	Unlimited key
Total Count in use	5

Installation Requirements

Platform	File Type	Architecture	Supported OS	Install instructions
	Windows (.exe)	x86-32/64	Microsoft Windows Client Microsoft Windows Server	Install instructions
	Linux (.rpm)	x64	Red Hat Enterprise Linux CentOS Fedora OpenSUSE SUSE Enterprise Linux Amazon Linux Oracle Enterprise Linux	Install instructions
	Linux (.rpm)	ARM64	Red Hat Enterprise Linux CentOS Amazon Linux	Install instructions
	Linux (.deb)	x64	Debian Ubuntu	Install instructions
	Linux (.deb)	ARM64	Debian Ubuntu	Install instructions

Close **Edit**

Best Practices for Agent Binary Upgrade

1) We recommend customers use the auto upgrade feature, or upgrade agents quarterly:

- Best: Enable auto upgrade in the agent Configuration Profile. This method is used by ~80% of customers today. This is the best method to quickly take advantage of Qualys' latest agent features.

- Better: Certify and upgrade agents via a third-party software package manager on a quarterly basis.

- Good: Upgrade agents via a third-party software package manager on an as-needed basis.

2) Qualys highly recommends that customers download and update their Gold Image builds quarterly, even if auto upgrade is enabled in the Configuration Profile.

Why should I upgrade my agents to the latest version?

Beyond routine bug fixes and performance improvements, upgraded agents offer additional features, including but not limited to:

Cloud provider metadata - Attributes which describe assets and the environment in the Public Cloud (AWS, Azure, GCP, etc.)

Enhanced Java detections – Discover Java in non-standard locations

Middleware auto discovery – Automatically discover middleware technologies for Policy Compliance

Support for other modules – Patch Management, Endpoint Detection and Response, File Integrity Monitoring, Security Analytics

ARM support – ARM architecture support for Linux

User Defined Controls – Create custom controls for Policy Compliance

On Demand Scan – Force agent to start collection for Vulnerability Management, Policy Compliance, etc.

Multiple proxy support – Set secondary proxy configuration

Unauthenticated Merge – Merge unauthenticated scans with agent collections