

Introduction

To configure your Qualys scanner, you must ensure that there is network connectivity from the scanner to the Qualys Management platform, DNS resolution is enabled, the scanner has an IP address assigned to it (if DHCP is not supported on your network) and it is physically cabled to your network correctly. Here's how!

Step 1: Scanner Placement

Consider these tips on positioning your scanner on your network:

- › Look to place the Scanner Appliances as close to target machines as possible.
- › Make sure to monitor and identify any bandwidth restricted segments or weak points in the network.
- › Scanning through layer 3 devices (such as routers, firewalls and load balancers) could result in degraded performance, so you may consider using the VLAN tagging feature (VLAN trunking) to circumvent layer 3 devices to avoid potential performance issues.

Once the scanner location is decided then please look to ensure the firewall rules listed below are in place to enable the scanner to report to the Qualys Cloud successfully.

Step 2: Network Configuration

The scanner can support two network configurations: standard and split. Standard is activated by default.

In the Split network configuration, all Scanner Appliance management traffic is routed through the WAN port, whereas scan traffic uses the LAN port. This configuration enables the use of Scanner Appliances in networks that do not have direct internet access. Refer to the [Scanner User Guide](#) for full details of how to set this up.

Allow scanner to connect to the Management Platform

There are two sets of rules to put into place. The first covers subscriptions set up against the Qualys US Platform, and the second covers subscriptions set up against the Qualys EU platform (i.e., not US).

If you are unsure which rules to use, please confirm with your implementation Project Manager.

For a US hosted Qualys subscription:

Confirm that all necessary NAT/ARP/Routing rules are in place to allow the Scanner Appliance to successfully reach the internet from the scanner's source IP

Add an outbound firewall rule allowing the Scanner Appliance's management interface IP (WAN interface IP in a split network configuration) to form its connection to management platform on TCP 443.

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Source: Scanner IP (or WAN interface IP)

Destination:

1. <https://qualysguard.qg3.apps.qualys.com>
2. <https://qgadmin.qg3.apps.qualys.com>
3. <https://qualysapi.qg3.apps.qualys.com>
4. <https://distribution.qg3.apps.qualys.com>
5. <https://monitoring.qg3.apps.qualys.com>
6. <https://scanservice1.qg3.apps.qualys.com>
7. 64.39.96.0/20 (all in range) and 64.39.96.1-64.39.111.254

DNS Setup:

NOTE: The appliance will NOT function without DNS Resolution of the preceding hostnames listed 1-6.

For all scanner configurations, ensure that a LAN Accessible DNS server can resolve these Qualys FQDNs.

For Split network configuration only, a WAN accessible DNS Server that can resolve the preceding hostnames listed 1-6) must be configured.

For an EU hosted Qualys subscription:

Confirm that all necessary NAT/ARP/Routing rules are in place to allow the Scanner Appliance to successfully reach the internet from the scanner's source IP

Add an outbound firewall rule allowing the Scanner Appliance's management interface IP (WAN interface IP in a split network configuration) to form its connection to management platform on TCP 443.

Source: Scanner IP (or WAN interface IP)

Destination:

1. <https://qualysguard.qualys.eu>
2. <https://orchestrator.qualys.eu>
3. <https://dist.qualys.eu>
4. <https://monitoring.qualys.eu>
5. <https://scanservice1.qualys.eu>
6. 64.39.96.0/20 (all in range) and 64.39.96.1-64.39.111.254

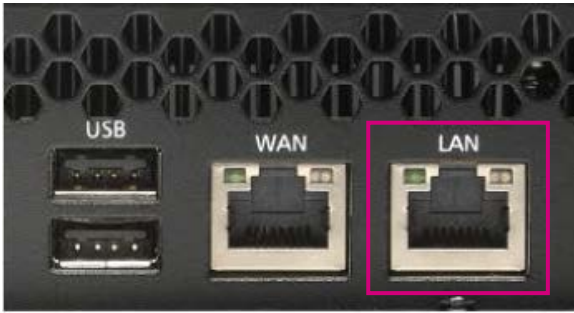
DNS Setup:

NOTE: The appliance will NOT function without DNS Resolution of the preceding hostnames listed 1-5.

For all scanner configurations, ensure that a LAN Accessible DNS server can resolve these Qualys FQDNs.

For Split network configuration only, a WAN-accessible DNS Server that can resolve the preceding hostnames listed 1-5 must be configured.

Step 3: Connect Your Appliance



Connect the ethernet cable to the **LAN** interface of your scanner and connect the other end to a switch on your network with a 10BASE-T, 100BASE-TX or 1 connection (also connect the WAN interface if a split configuration is required).

Step 4: Power on the Appliance



Connect the power cord to the back of the scanner and then press the power button on the back panel. Be sure that the power button has a green backlight as in the preceding picture.

Step 5: Check the Scanner Configuration

If your network supports DHCP, proceed to Step 6, as the Scanner is pre-configured with DHCP.

If DHCP is not supported, please set up a Static IP configuration, following these steps:

- > Select **Setup Network** from the menu on the appliance.
- > Select **Change Static IP on LAN?**
- > Select **CFG LAN Static Network Params.**
- > Set your desired configuration for the **LAN IP, Netmask, Gateway, DNS1.**
- > (optional) Set your configuration for **DNS2, WINS1, WINS2, WINS Domain**
- > Confirm your settings with **Really Set LAN Static Network?**
- > (optional) Select **Enable WAN Interface** and repeat the above steps for any desired WAN configuration.

Refer to the "Configure Static IP Address" section of the [Scanner User Guide](#) for further details.

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Step 6: Obtain the Activation Code

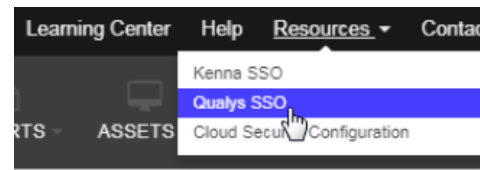
"WELCOME TO QUALYS" appears in the Scanner Appliance user interface followed by other informational messages during the boot process, which takes approximately two minutes.

If you see a "**NETWORK ERROR**" message, the Scanner Appliance did not make a successful connection to the Qualys Cloud Platform. This issue must be resolved – please check the network settings in Step 2, connection settings in Step 3, and IP configuration in Step 5.

When the "**ACTIVATION CODE**" message appears, the Scanner Appliance is ready to be activated. Make a note of the Activation Code and proceed to Step 7.

Step 7: Activate the Scanner

Access your Qualys Subscription by logging in to the [Secureworks Client Portal](#). From the **RESOURCES** menu in the top toolbar, select **QUALYS SSO**.



With the activation code noted from the previous step:

- > Go to **Scans → Appliances**.
- > Select **New → Scanner Appliance**.
- > **Activation Code** – Enter the activation code for the Scanner Appliance.

Click **Activate** and return to the scanner.

"<FRIENDLY NAME/IP ADDRESS> – The Scanner Appliance has **been activated**" appears in the Scanner Appliance user interface once the activation is successful (there may be a few minutes delay before this displays).

Troubleshooting

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

Check the network settings in Step 1. Alternatively, review the "Troubleshooting" section of the Scanner User Guide, available [here](#).