

Monitoring Qualys Cloud Agent Health on Windows

Using Microsoft Intune Remediations at scale

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How Qualys does it. This guide describes the exact process the Qualys IT team uses to monitor the health of Qualys Cloud Agents across our own Windows fleet. We are sharing it so you can adopt the same approach in your environment.

1. Overview

The Qualys Cloud Agent is only valuable when it is healthy: installed, running, able to reach the Qualys Cloud Platform, and reporting on schedule. Qualys ships a lightweight utility, `QualysAgentHealthCheck.exe`, that inspects the agent on a Windows endpoint and reports its status.

Running this tool on one machine is easy. Running it across thousands of machines on a schedule and collecting the results centrally is where an MDM platform helps. This guide shows how to do that with Microsoft Intune Remediations (formerly Proactive Remediations), using the same configuration Qualys runs internally.

What you will get: a scheduled health check that runs on every enrolled Windows device, a per-device pass/fail view in the Intune admin center, and an exportable report you can share with your security and endpoint teams.

2. Prerequisites

- Windows 10/11 devices enrolled in Microsoft Intune with the Qualys Cloud Agent installed.
- A Microsoft Intune license that includes Remediations (Windows Enterprise E3/E5, Education A3/A5, or Intune add-on equivalents), with devices Microsoft Entra joined or hybrid joined.
- An Intune administrator role able to create Remediation scripts (for example Intune Administrator or Endpoint Security Manager).
- The PowerShell detection script provided in Appendix A.

3. The Health Check Utility

The Qualys Cloud Agent installer places the health check utility alongside the agent binaries:

```
C:\Program Files\Qualys\QualysAgent\QualysAgentHealthCheck.exe
```

To check a single endpoint, open an elevated command prompt or PowerShell session on the device and run the executable. The utility validates the agent installation, service state, and connectivity, and writes a timestamped text report to the HealthCheck folder next to the executable:

```
C:\Program Files\Qualys\QualysAgent\HealthCheck\
```

Each report contains a summary line of the form `Overall Health : Good`. This line is what the Intune detection script reads to decide whether a device is healthy. Running the tool manually is useful for one-off troubleshooting; for fleet-wide monitoring, continue to the next section.

4. Deploying the Health Check at Scale with Intune

Intune Remediations run a detection script on a schedule and record whether each device passed ("Without issues") or failed ("With issues"). Qualys uses the detection-only mode: the script runs the health check utility and reports the outcome, without attempting any automated fix. Follow these steps to replicate the configuration.

Step 1 — Prepare the detection script

Save the detection script in Appendix A as a .ps1 file. It runs `QualysAgentHealthCheck.exe`, reads the latest report, and exits with code 0 when Overall Health is Good and code 1 otherwise. Intune interprets exit code 0 as "Without issues" and any other value as "With issues."

Step 2 — Create the Remediation in Intune

1. Sign in to the Microsoft Intune admin center (<https://intune.microsoft.com>).
2. Navigate to **Home > Devices > Windows > Scripts and remediations**.
3. Select **Create** and give the package a descriptive name, for example *Qualys Agent Overall Health Check*.
4. Upload your detection script. Leave the remediation script empty (detection-only).
5. Configure the settings shown in the table below.

Setting	Value Qualys uses	Why
Detection script	Yes (uploaded)	Runs the health check and reports pass/fail.
Remediation script	No	Monitoring only; agent repair is handled separately.
Run this script using the logged-on credentials	No	Runs as SYSTEM so it can read agent state under Program Files.
Enforce script signature check	No	Simplifies iteration. Enable if your policy requires signed scripts.
Run script in 64-bit PowerShell	Yes	Required to access the 64-bit agent installation path.

Step 3 — Assign and schedule

1. Under Assignments, add the device group(s) you want to monitor. Qualys targets a dynamic group containing all Intune-enrolled Windows devices.
2. Set the schedule. Qualys uses **Hourly, repeating every 22 hours**, which gives roughly one check per device per day while naturally spreading run times across the fleet.
3. Review and create the package.

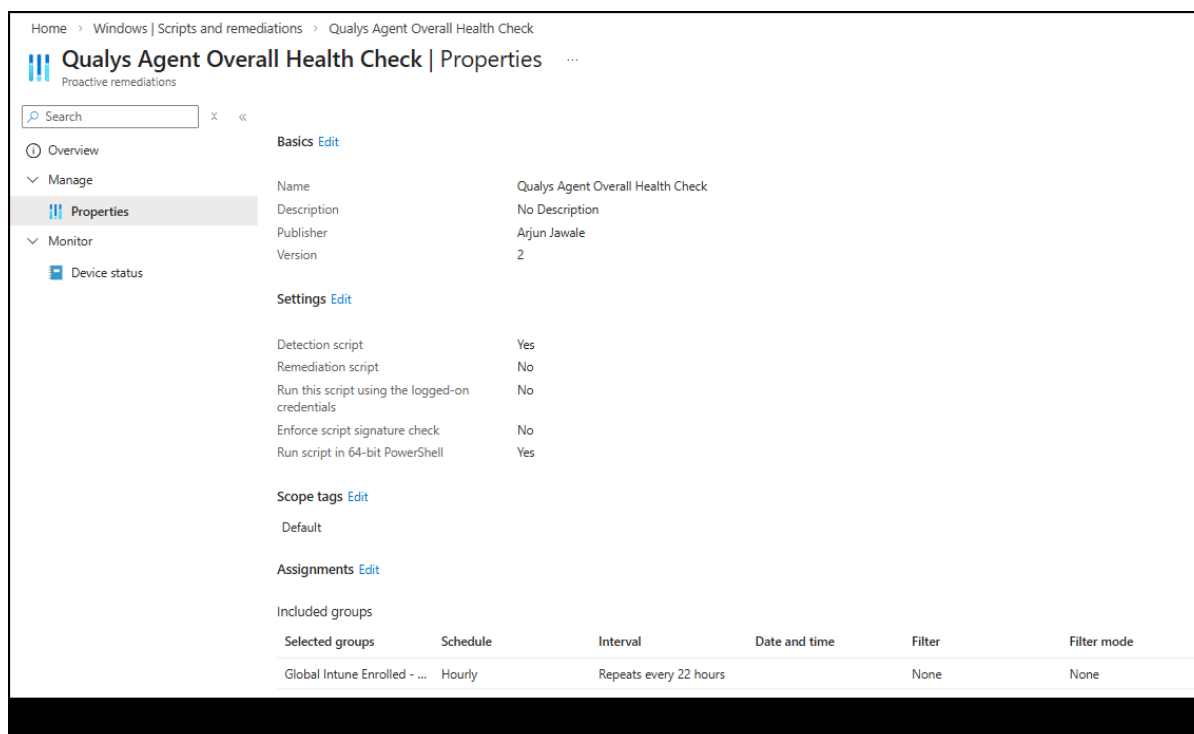


Figure 1 — Properties of the health check Remediation as configured in the Qualys environment.

5. Reviewing and Exporting Results

Once the schedule has run, open the Remediation and select **Monitor > Device status**. Each device appears with its detection status, the last run time, and the OS version. Use the filter to show only devices "With issues" for quick triage.

To share results or track trends over time, select **Export** to download the full device list as a CSV file. Qualys exports this report on a regular cadence and reviews any device that fails detection.

Device name	User name	Detection status	Remediation status	OS version	Last run
100112-T490	Unknown	Without issues	Not run	10.0.22631.6783	31/3/2026, 12:37:10
100115-T490	bking@qualys.com	Without issues	Not run	10.0.26100.8037	31/3/2026, 00:30:29
113565-T460	gpratt@qualys.com	With issues	Not run	10.0.19045.6456	26/3/2026, 23:59:43
113588-M800	Unknown	Without issues	Not run	10.0.17134.2208	25/3/2026, 03:47:42
113691-T460	jyee@qualys.com	Without issues	Not run	10.0.19045.6456	23/2/2026, 23:56:39
113874-P16v	nforea@qualys.com	Without issues	Not run	10.0.26100.8037	31/3/2026, 13:39:59
113900-P14s	bhallett@qualys.com	Without issues	Not run	10.0.26200.8039	31/3/2026, 12:32:29
114069-T470	lhuyh@qualys.com	Without issues	Not run	10.0.19045.6456	14/2/2026, 07:40:01
114305-T480	dutran@qualys.com	Without issues	Not run	10.0.22631.6783	25/3/2026, 03:49:21
114311-T480	Unknown	Without issues	Not run	10.0.22621.6060	28/3/2026, 02:49:58
114382-M710	Unknown	With issues	Not run	10.0.19045.6456	25/3/2026, 15:44:00
126739-T14	Unknown	With issues	Not run	10.0.26100.8039	31/3/2026, 00:55:30
131332-T480	dgisason@qualys.com	Without issues	Not run	10.0.26200.8037	26/3/2026, 00:10:30
131377-T480	Unknown	Without issues	Not run	10.0.26100.8037	30/3/2026, 22:08:35

Figure 2 — Device status view showing per-device detection results and the Export action.

Interpreting the results

Detection status	Meaning	Recommended action
Without issues	The health check utility completed and reported a healthy agent.	None.
With issues	The utility found a problem (for example the service is stopped or the agent cannot reach the platform).	Investigate the device. Run QualysAgentHealthCheck.exe locally for details, then follow Qualys Cloud Agent troubleshooting guidance or contact Qualys Support.
Not applicable / no result	The device has not checked in, or the script has not yet run.	Confirm the device is online and enrolled; verify the assignment includes it.

6. Recommended Practices

- Start with a pilot group before assigning to all devices, and confirm results match a manual run of the utility.
- Pair the health check with a separate Intune app or remediation that reinstalls or restarts the agent, so failures can be acted on without manual intervention.
- Cross-reference exported Intune results with Cloud Agent status in the Qualys platform to identify devices that are enrolled in Intune but missing from Qualys.
- Keep the detection script under version control and update it when the agent or utility is upgraded.

Appendix A — Detection Script

Production script. This is the detection script Qualys runs internally. It launches the health check utility, reads the most recent report it writes to the HealthCheck folder, and returns exit code 0 to Intune when the report shows Overall Health : Good, or exit code 1 otherwise.

```
# -----
# Paths
# -----
$healthCheckExe = "C:\Program Files\Qualys\QualysAgent\QualysAgentHealthCheck.exe"
$healthCheckFolder = "C:\Program Files\Qualys\QualysAgent\HealthCheck"

# -----
# Ensure HealthCheck runs
# -----
try {
    if (Test-Path $healthCheckExe) {
        Start-Process -FilePath $healthCheckExe `
            -WorkingDirectory (Split-Path $healthCheckExe) `
            -WindowStyle Hidden `
            -Wait
    }
}
catch {
    Write-Output "Error running HealthCheck"
    exit 1
}

# -----
# Get latest health check report
# -----
$latestFile = Get-ChildItem -Path $healthCheckFolder -Filter "*.txt" -ErrorAction
SilentlyContinue |
    Sort-Object LastWriteTime -Descending |
    Select-Object -First 1

if (-not $latestFile) {
    Write-Output "Status: NotFound"
    exit 1
}

$content = Get-Content -Path $latestFile.FullName -Raw

# -----
# Extract the dynamic value
# Example line: Overall Health : Good
# -----
$health = ($content | Select-String -Pattern "Overall\s+Health\s*:\s*(\w+)" -
CaseSensitive:$false).Matches.Groups[1].Value

# -----
# Exit code for Intune
# -----
if ($health -eq "Good") {
```

```
    Write-Output "Overall Health = $health"
    exit 0    # compliant
}
else {
    Write-Output "Overall Health = $health"
    exit 1    # trigger remediation
}
```

How the script works

- Runs QualysAgentHealthCheck.exe hidden and waits for it to finish. If the executable is missing, the script skips straight to reading any existing report.
- Picks the newest .txt report in the HealthCheck folder. If none exists, it reports "Status: NotFound" and exits 1.
- Parses the "Overall Health" line from the report and exits 0 only when the value is "Good".
- The Write-Output text appears in the Intune Device status view as the pre-remediation detection output, so administrators can see the reported health value without opening the device.

Support

For questions about the Qualys Cloud Agent or the health check utility, contact your Qualys Technical Account Manager or open a case with Qualys Support. For Intune-specific questions, refer to Microsoft's Remediations documentation.