

# Cloud Workload Protection Platform

## FAQs

### Product Documentation



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# FAQs

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This topic lists FAQs about CWPP.

## Purchase

### How can I purchase CWPP Pro and CWPP Ultimate?

See [Purchasing Protection Licenses](#).

### Does CWPP conflict with other security products?

CWPP does not conflict with other security products. It protects servers by providing security capabilities in different dimensions than other products.

### How do I disable CWPP Pro or CWPP Ultimate?

Log in to the [CWPP Console](#) and select **License Management** in the left navigation pane. Search for the servers for which you want to disable CWPP Pro or CWPP Ultimate, and then click **Unbind** in the operation column to disable the service. See [License Management](#).

### How do I uninstall CWPP Agent?

Log in to the [CWPP Console](#) and select **Server List** in the left navigation pane. Search for the servers from which you want to uninstall CWPP Agent, and then click **Unbind** in the operation column to uninstall CWPP Agent (the latest status will be synced in about 10 minutes.)

## Features

### How often are the virus and vulnerability libraries updated?

Virus library: updated at 00:00 every day.

Vulnerability library: updated from time to time.

### Why may the detection results be different between multiple scans of the vulnerabilities of Jar packages?

The detection of Jar package vulnerabilities, for example, Struts2 vulnerability highly dependent on whether the Jar package is loaded. The vulnerability cannot be detected when the package is not loaded. When the service is running, the Webserver loads the Jar package in two modes — dynamic loading and static loading. In the dynamic loading mode, the Struts2 vulnerability can only be detected when the Jar package is running, so the check results are different between periods. It is recommended to scan for high-risk Jar package vulnerabilities multiple times to improve the accuracy of the check results.

## What is the scanning frequency of files in the malicious file scan?

You can set the scanning frequency of files. For more information, see [Malicious File Scan](#).

## How does the security scoring mechanism work?

See [Security Score Overview](#).

## How long does it take for security baselines to take effect once they are configured in the product?

The security baselines take effect immediately after their configuration.

## What should be done if the result of a security baseline check item is "Failed"?

1. Go to [Baseline Management](#), filter out the check items with a result of "Failed", and click **View Details** to open the details pop-up window.

<input type="checkbox"/> Baseline name	Check items	Affected servers	Last checked	Processing sta...	Operation
<input type="checkbox"/> International Standard-CentOS 8 Safety baseline check Level1	86	1	2022-08-10 08:20:05	Failed	<a href="#">View details</a> <a href="#">Rescan</a>
<input type="checkbox"/> International Standard-CentOS 8 Safety baseline check Level2	118	1	2022-08-10 08:20:05	Failed	<a href="#">View details</a> <a href="#">Rescan</a>

2. In the check item details pop-up window, you can see the affected servers. Click **Details** in the operation column of a server to open the check result pop-up window.

<input type="checkbox"/> Server IP/Name	Passed items	Risk items	First checked	Last checked	Status	Operation
<input type="checkbox"/> [Blurred]	51	35	2022-07-28 19:56:04	2022-08-10 08:20:05	Failed	<a href="#">Rescan</a> <a href="#">Details</a>

Total items: 1

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3. In the check result pop-up window, you can view the suggestions on how to fix the failed baseline items.

**Basic information**

Baseline name: International Standard-CentOS 8 Safety baseline check Level1

Server Name: 国际4

**Item**

**Ensure that locks with failed password attempts have been configured**

**Description**

Lock out the user after n consecutive failed login attempts.

**Handling Suggestions (perform backup before handling)**

Create or edit the `/etc/pam.d/password-auth` and `/etc/pam.d/system-auth` files to contain the following:

Auth required pam\_faillock.so preauth silent deny=5  
unlock\_time=900

Auth required pam\_faillock.so authfail deny=5 unlock\_time=900

Status	Last checked	Operation
Failed	2022-08-10 08:20:05	Rescan Ignore
Failed	2022-08-10 08:20:05	Rescan Ignore
Failed	2022-08-10 08:20:05	Rescan Ignore

Ensure that the default user shell timeout is 900s or less **High risk**

## Will I be notified if CWPP detects attacks such as vulnerabilities and Trojans?

Yes. You will get alarms if CWPP detects attacks such as Trojans and critical vulnerabilities, and will be notified via Message Center, SMS, email, or WeCom. You can set your notification channel in [Alarm Settings](#).