

Tanium™ Health Check User Guide

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Health Check overview

With Health Check, you can automate the collection of Tanium™ Platform Analyzer (TPAN) reports on a configurable schedule. TPAN reports can help you get a comprehensive view of the issues, risks, and performance of your Tanium environment. You can also download reports locally to share with Tanium. Regularly collecting and sharing these reports can help Tanium provide you with the best support.

If you enable automatic collection of TPAN reports, you can also configure the collection schedule. Health Check uses the HTTPS protocol with shared key authentication to send sanitized TPAN reports to Tanium. If you enable automatic sharing of sanitized TPAN reports with Tanium, Health Check uses a push-based mechanism by contacting Tanium over HTTPS and receiving an expiring URL to a write-only file destination that is specific to the Server deployment and account, where it sends the sanitized payload. For more information about the contents of a sanitized payload, see Reference: Sample sanitized report on page 15.

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Getting started with Health Check

Step 1: Install and configure Health Check

Install and configure Tanium Health Check.

For more information, see Installing Health Check on page 11.

Step 2: Generate and download reports

Generate and download reports.

For more information, see Generating reports on page 15.

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Health Check requirements

Review the requirements before you install and use Health Check.

Core platform dependencies

- Tanium license that includes Health Check. For more information about how to get Health Check, see Tanium Solutions & Bundles.
- Tanium Core Platform servers

Tanium™ Module Server

Health Check is installed and runs as a service on the Module Server. The resource impact on the Module Server is minimal and depends on usage.

Endpoints

Supported Internet protocols

Health Check supports IPv4 and IPv6 addresses.

Supported operating systems

Health Check does not deploy packages to endpoints. For Tanium™ Client operating system support, see Tanium Client Management User Guide: Client version and host system requirements.

Host and network security requirements

Specific ports and processes are needed to run Health Check.

Ports and destinations

The following ports are required for Health Check communication.

Source	Destination	Port	Protocol	Purpose
Module Server	Module Server (loopback)	17242	TCP	Internal purposes; not externally accessible
Module Server	Tanium Server	443 (HTTPS)	TCP	Communicate with Tanium Server using API, collect host information for Tanium Server

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Source	Destination	Port	Protocol	Purpose
Module Server	receiver.reporting.tanium.com	443 (HTTPS)	TCP	Share sanitized reports with Tanium when automatic sharing is enabled
Module Server	prd-pending-be96af380693f912.s3.eu-central-1.amazonaws.com	443 (HTTPS)	TCP	



Configure firewall policies to open ports for Tanium traffic with TCP-based rules instead of application identity-based rules. For example, on a Palo Alto Networks firewall, configure the rules with service objects or service groups instead of application objects or application groups.

Security exclusions

If antivirus (AV) or other security software is in use in the environment to monitor and block unknown host system processes, Tanium requires that a security administrator create exclusions to allow the Tanium processes to run without interference. This software can include security applications that are included with an endpoint operating system, such as `fapolicyd` on some Linux distributions, or Microsoft Defender on Windows. The configuration of these exclusions varies depending on the security software. For more information about security exclusions to define across Tanium, see Tanium Client Management Guide: Reference: Endpoint security exclusions and for Windows-based Tanium Core Platform deployments, see Tanium Core Platform User Guide for Windows Deployments: Tanium Core Platform Server security exclusions.



If the required exclusions are not configured, or if Tanium suspects interference from AV or security software, Tanium might require you to remove or disable the AV or security software temporarily for the purposes of troubleshooting and restore it once troubleshooting is complete.

Health Check security exclusions for Tanium Core Platform Servers (Windows deployments only)

Target Device	Notes	Exclusion Type	Exclusion
Module Server		Process	`<Module Server>\services\health-service\node.exe`
		Process	`<Module Server>\services\health-service\twsm.exe`

User role requirements

The **Administrator** reserved role is required for all Health Check tasks.

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NOTE

If you are running Tanium™ Servers on Windows, ensure that you change the account that is used to run the Tanium Health Check service from **LOCAL SYSTEM** to an account that has access to the Tanium Servers and Tanium™ Zone Servers. Otherwise, the generated reports do not contain server information about the Tanium Servers and Zone Servers.

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Installing Health Check

Use the **Solutions** page to install Health Check and choose either automatic or manual configuration:

- **Automatic configuration with default settings**: Health Check is installed with any required dependencies and other selected products. After installation, the Tanium Server automatically configures the recommended default settings. This option is the best practice for most deployments. For more information about the automatic configuration for Health Check, see Import Health Check with default settings on page 11.
- **Manual configuration with custom settings**: After installing Health Check, you must manually configure required settings. Select this option only if Health Check requires settings that differ from the recommended default settings. For more information, see Import Health Check with custom settings on page 12.

Before you begin

- Read the release notes.
- Review the Health Check requirements on page 8.
- If you are upgrading from a previous version, see Upgrade Health Check on page 12.

Import Health Check with default settings

When you import Health Check with automatic configuration, the following default settings are configured:

Setting	Default value
Service account	The service account is set to the account that you used to import the module. Configuring a unique service account for each Tanium solution is an extra security measure to consider in consultation with the security team of your organization. For more information, see Configure service account on page 13.
Health Check settings	• A weekly collection schedule is enabled and configured. • For valid licenses, automatic data sharing is enabled. • Other settings, such as the log verbosity and Health Check tuning parameters, are configured.

To import Health Check and configure default settings, see Tanium Console User Guide: Import all modules and services. After the import, verify that the correct version is installed: see Verify Health Check version on page 12.

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Import Health Check with custom settings

To import Health Check without automatically configuring default settings, be sure to clear the selection for **Apply All Tanium recommended configurations** while performing the steps in Tanium Console User Guide: Import or update specific solutions. After the import, verify that the correct version is installed: see Verify Health Check version on page 12.

To set the service account, see Configure service account on page 13.

To set the collection schedule, see Set the collection schedule on page 13.

To set the sharing preferences, see Set the sharing preferences on page 14.

To configure other settings, see Configure other settings on page 14.

Upgrade Health Check

For information about upgrading Health Check, see Tanium Console User Guide: Managing Tanium solutions. After the upgrade, verify that the correct version is installed: see Verify Health Check version on page 12.

Verify Health Check version

After you import or upgrade Health Check, verify that the correct version is installed:

1. Refresh your browser.
2. From the Main menu, go to **Shared Services > Health Check**.
3. To display version information, click Info .

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Configuring Health Check

If you did not install Health Check with the **Apply All Tanium recommended configurations** option, you must enable and configure certain features.

Configure service account

The service account is a user that runs several background processes for Health Check. This user requires the **Administrator** reserved role.

For more information about Health Check permissions, see User role requirements on page 9.

> **NOTE** If you imported Health Check with default settings, the service account is set to the account that you used to perform the import. Configuring a unique service account for each Tanium solution is an extra security measure to consider in consultation with the security team of your organization.

1. From the Main menu, go to **Shared Services > Health Check** to open the Health Check **Overview** page.
2. Click Settings and then click **Service Account** if needed.
3. Update the service account settings and click **Save**.

> **NOTE** If you are running Tanium™ Servers on Windows, ensure that you change the account that is used to run the Tanium Health Check service from **LOCAL SYSTEM** to an account that has access to the Tanium Servers and Tanium™ Zone Servers. Otherwise, the generated reports do not contain server information about the Tanium Servers and Zone Servers.

Set the collection schedule

You can set up automatic collection of TPAN reports. Run at least one report each week when most of your endpoints are online.

1. On the Health Check **Overview** page, click Settings and then click **Collection Schedule** if needed.
2. Select **Enabled**, choose at least one day, and select a time.

   > **NOTE** If you select **Disabled**, you can manually run reports instead. For more information, see Run a TPAN report manually on page 15.

3. Click **Save**.

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Set the sharing preferences

If you have a valid license, you can choose to automatically share sanitized reports with Tanium. If you do not have an updated license or do not want to automatically share reports, you can download reports locally to share through other methods.

1. On the Health Check **Overview** page, click Settings and then click **Sharing** if needed.
2. To disable automatic sharing of reports, select **Do not automatically share** and click **Save**.
3. To enable automatic sharing of reports, select **Automatically share with Tanium** and click **Save**.

> IMPORTANT
>
> You cannot select **Automatically share with Tanium** if you do not have a valid license. For more information about how to configure Health Check for sharing reports, Contact Tanium Support on page 18.

Configure other settings

You can configure other settings such as the log verbosity and Health Check tuning parameters.

1. On the Health Check **Overview** page, click Settings and then click **Other Settings** if needed.
2. Configure the following settings:

   Log Level

   Level of logging detail for Tanium Health Check and Tanium Platform Analyzer (TPAN)

   Number of reports to keep on disk

   Rolling number of TPAN reports that you want to keep on disk

   Info Page collection schedule

   How often the info page is gathered in the background

   Metrics collection schedule

   How often the metrics page is gathered in the background

   VDI in use

   Used for the Server **Tuning** report

   Active-Active 50/50?

   Select **Yes** if you have a high availability (HA) deployment of Tanium Servers

   Bandwidth Limit

   Used for the Server **Tuning** report

3. Click **Save**.

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Generating reports

You can configure Health Check to automatically generate TPAN reports on a regular schedule, or you can manually generate a TPAN report. For each report that is stored on disk, you can download an HTML or compressed ZIP file.

Run a TPAN report manually

To generate a TPAN report manually, click **Run TPAN Report Now** in the **Manual Report Generation** section of the Health Check **Overview** page.

Automatically generate TPAN reports

To automatically generate TPAN reports, Set the collection schedule on page 13. To change the schedule, click **Collection Schedule** in the Health Check Settings.

Download a TPAN report

Each report that is stored on disk has both a sanitized and a full version. The sanitized versions do not include any potentially sensitive or confidential information like passwords, computer names, or IP addresses. Health Check retains only a configurable number of reports on disk to minimize disk space.

For a sanitized report, you can download a compressed ZIP file. From the **Reports** section of the Health Check **Overview** page, click **Zip** next to a sanitized report to download the TPAN report.

For a full report, you can download an HTML or ZIP file. From the **Reports** section of the Health Check **Overview** page, click **HTML** or **Zip** next to a full report to download the TPAN report.

Share a sanitized TPAN report

You can manually share the sanitized version of a specific TPAN report. Fom the **Reports** section of the Health Check **Overview** page, click **Share** next to a sanitized report to share the TPAN report.

To automatically share sanitized versions of TPAN reports every time a TPAN report is generated, enable automatic sharing of reports. For more information, see Set the sharing preferences on page 14.

Reference: Sample sanitized report

The data in a sanitized report is limited to data about the Tanium instance, not data about the customer-managed environment. You can view exactly what data is included in the sanitized report by downloading the report prior to sharing it with Tanium or enabling automatic sharing of reports.

The sanitized TPAN report includes the following files:

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OperatingSystemAndTaniumClientInfo.json

This file is a machine-readable file that contains data about the operating system, platform, and Tanium Client versions.

SanitizedPlatform.json

This file is a machine-readable file that contains sanitized data about the Tanium deployment, not data about the customer-managed environment. It includes active and trending Client counts, summaries of the volume of questions and actions that were issued, information to determine the health of the Tanium Server host system, the version of each installed solution, and global tuning parameters.

SanitizedPlatform.txt

This file is a human-readable file that details basic information about the state of the Tanium deployment. It contains the latest TPAN date and version, the Tanium Platform version, high-level Client counts, leader percentage, string summary information, security modes enabled, such as SAML or TLS, the installed modules and their versions, and any findings from the latest TPAN.

SanitizedSensorStats.json

This file is a machine-readable file that contains data about sensor statistics.

SanitizedTotesEvents.json

This file contains anonymized data about the use of the content within the Tanium deployment. Sensor names that are not published by Tanium or are not signed by Tanium are sanitized to `__SANITIZED_UNSIGNED_SENSOR__` to ensure that names of custom sensors that are created by customers are not included. This data helps Tanium understand where various pieces of content are deployed, how widely they are used, and can be used to alert customers if critical issues in a content pack are discovered.

SAMPLE TANIUM SENSOR ENTRY


```
{
  "datetime": 2020-06-08T15:40:04",
  "hash": 1744818157,
  "qid": 63,
  "sensor": "Tanium Client Subnet",
  "signed_status": "Tanium Signed",
  "soln_category": "Core",
  "soln_id": "01-001-0001",
  "soln_name": "Initial Content - Base",
  "soln_version": "7.1.14.0000",
  "type": "ad-hoc",
  "user": 1
},
```


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SAMPLE CUSTOMER SENSOR ENTRY


```
{
  "datetime": 2020-06-04T20:49:43",
  "hash": 965165056,
  "qid": 55,
  "sensor": "__SANITIZED_UNSIGNED_SENSOR__",
  "signed_status": "Likely Unsigned",
  "soln_category": null,
  "soln_id": null,
  "soln_name": null,
  "soln_version": null,
  "type": "automatic",
  "user": 1
},
```


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Troubleshooting Health Check

To collect and send information to Tanium for troubleshooting, collect logs and other relevant information.

Collect logs

When you request a troubleshooting package, log files are provided as a ZIP file that you can download with your browser.

1. On the Health Check **Overview** page, click Help, and then click **Troubleshooting**.
2. Click **Download Package**.
   A `health-troubleshooting.zip` file downloads to the local download directory.
3. Contact Tanium Support to determine the best option to send the ZIP file. For more information, see Contact Tanium Support on page 18.

Cannot enable automatic sharing of sanitized reports

Sharing sanitized reports with Tanium is available only to customers with valid licenses. Health Check 1.2 or later is also required.

If you cannot select **Automatically share with Tanium** in the **Sharing** tab of the Health Check Settings, you must Contact Tanium Support on page 18 to obtain a valid license.

Uninstall Health Check

1. From the Main menu, go to **Administration > Configuration > Solutions**.
2. In the **Content** section, select the **Health Check** row.
3. Click Delete Selected and then click **Uninstall** to complete the process.

Contact Tanium Support

To contact Tanium Support for help, sign in to the Tanium Customer Community.

For more information about how to submit a support case, see Case Submission Form.

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