

Tanium™ Provision User Guide

Autonomous IT. Unstoppable Business.

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Provision overview

Tanium Provision streamlines the deployment and management of operating systems on endpoints. Provision provides the following capabilities:

- Deploy operating systems to physical devices (bare metal) and virtual machines.
- Refresh operating systems to install the same or new version, while keeping user files and settings.
- Lock or retire devices that are lost or stolen.

OS bundles

An *OS bundle* includes all of the files and settings that an operating system deployment requires. You can create an OS bundle for each Windows or Linux version, or for unique configurations that you can use for location, hardware, or business processes.

For more information, see Preparing OS bundle content on page 40.

OS refresh deployments

An *OS refresh deployment* is used to refresh an existing system with a selected OS bundle.

For more information, see Refresh an existing operating system on page 62.

Provision Endpoints

A *Provision Endpoint* is an endpoint that runs the TaniumPXE service to provide required provision content for clients. The TaniumPXE service provides the Preboot eXecution Environment (PXE) capabilities. You can boot devices from a PXE network or from USB media.

For more information, see Create a Provision Endpoint on page 55.

Offline domain join

If you want newly-deployed Windows endpoints to join an Active Directory (AD) domain, you can use Tanium Provision to set up an offline domain join (ODJ) process. Provision uses ODJ functionality to join newly-deployed Windows endpoints to AD.

For more information, see Setting up offline domain join on page 35.

Device retirement

If a Windows endpoint is lost or stolen, you can use device retirement actions to lock the endpoint, delete non-essential files on the endpoint, or force a BitLocker key recovery on the endpoint.

For more information, see Retiring and locking devices on page 76.

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Interoperability with other Tanium products

Provision works with Tanium™ Direct Connect and Tanium™ Reporting to provide additional features.

Direct Connect

You can use Provision to deploy the Tanium PXE service on Windows, Windows Server, macOS, or Linux satellites and optionally use Windows satellites to set up ODJ for provisioning endpoints. Provision also includes a direct link to create satellites in Direct Connect from the **Create Provision Endpoint** process. For more information, see Tanium Direct Connect User Guide.

Reporting

You can deploy device retirement actions from the **Endpoint Details** page in Tanium Reporting after configuring them in Provision. For more information, see Retiring and locking devices on page 76.

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Getting started with Provision

Follow these steps to configure and use Provision.

Step 1: Install and configure Provision

Complete the steps in Installing Provision on page 27 and Configuring Provision on page 29.

Step 2: Prepare OS bundle content

Complete the steps in Preparing OS bundle content on page 40.

Step 3: (Optional) Set up offline domain join

Complete the steps in Setting up offline domain join on page 35.

Step 4: Provision endpoints

Complete the steps in Provisioning endpoints on page 55.

Step 5: Retire devices

Complete the steps in Retiring and locking devices on page 76.

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Provision requirements

Review the requirements before you install and use Provision.

Core platform dependencies

Make sure that your environment meets the following requirements:

- Tanium license that includes Provision. For more information about how to get Provision, see Tanium Solutions & Bundles.
- **Tanium™ Core Platform servers**
- **Tanium™ Client**: Any supported version of Tanium Client. For more information about specific Tanium Client versions, see Tanium Client Management User Guide: Client version and host system requirements
  If you use a client version that is not listed, certain product features might not be available, or stability issues can occur that can only be resolved by upgrading to one of the listed client versions.

Computer group dependencies

When you first sign in to Tanium Console after a fresh installation of Tanium Server, the server automatically imports the computer groups that Provision requires: `All Computers`.

For earlier versions of the Tanium Server, or after upgrading from an earlier version, you must manually create the computer groups. For more information, see Tanium Console User Guide: Create a computer group.

Solution dependencies

Other Tanium solutions are required for Provision to function (required dependencies) or for specific Provision features to work (feature-specific dependencies). The installation method that you select determines if the Tanium Server automatically imports dependencies or if you must manually import them.



Some Provision dependencies have their own dependencies, which you can see by clicking the links in the lists of Required dependencies on page 16. Note that the links open the user guides for the latest version of each solution, not necessarily the minimum version that Provision requires.

Tanium recommended installation

If you select **Tanium Recommended Installation** when you import Provision, the Tanium Server automatically imports all your licensed solutions at the same time. For more information, see Tanium Console User Guide: Import all modules and services.

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Import specific solutions

If you select only Provision to import, you must manually import dependencies. For more information, see Tanium Console User Guide: Import, re-import, or update specific solutions.

Required dependencies

Provision has the following required dependencies:

- Core Content
- Tanium™ Direct Connect
- Tanium™ Endpoint Configuration
- Tanium™ Data Service (TDS)
- Tanium™ RDB Service
- Tanium™ Secrets Service
- Tanium™ System User Service

Feature-specific dependencies

Provision has the following feature-specific dependencies:

- Tanium™ Reporting to deploy device retirement actions from the **Endpoint Details** page.

Client extensions and endpoint tools

Tanium Endpoint Configuration installs Client Extensions and other tools for Provision on endpoints. Client extensions perform tasks that are common to certain Tanium solutions. Each Client Extension and tool might have recommended security exclusions to allow them to run without interference. For more information, see Security exclusions. For a list of all Client Extensions and tools, see Tanium Client Management User Guide: Reference: Client extensions used for Tanium solutions.

Tanium™ Module Server

Provision is installed and runs as a service on the Module Server host computer. The impact on the Module Server is minimal and depends on usage.

For information about Module Server sizing in a Windows deployment, see Tanium Core Platform User Guide for Windows Deployments: Host system sizing guidelines.

Endpoints

Supported Internet protocols

Provision supports only IPv4 addresses.

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Supported operating systems

Provision supports the following 64-bit operating systems for endpoints.

Operating System	Version	Supported Services
Windows	Windows 10 and later	• Provision Endpoint Service (PXE, Caching, ODJ) • PXE booting in an Arm64 VM on an Arm64 Windows 11 device fails with a UEFI error • Bare-metal installation (requires volume license versions of Windows) • OS refresh (requires volume license versions of Windows)
	Windows Server 2016 and later	
macOS	Intel-based Mac computers running the OS versions supported by the Tanium Client. For more information, see Tanium Client Management User Guide: Client version and host system requirements.	Provision Endpoint Service (PXE, Caching)
Linux	AlmaLinux 8.6, 9	• Provision Endpoint Service (PXE, Caching) • Bare-metal installation • OS refresh from existing Windows endpoints • (Ubuntu) Provision Endpoints can be running on any supported Ubuntu version, but Provision supports deploying Ubuntu 22.04 and 24.04 OS bundles only.
	Centos 7, 8	
	Debian 11	
	RedHat Enterprise Linux (RHEL) 8.4, 8.5, 8.6, 9	
	Rocky Linux 8.6, 9	
	Ubuntu 16.04, 20.04, 22.04, 24.04	

IMPORTANT

Provision does not support provisioning endpoints that are configured with the following options:

- Intel Rapid Storage Technology (RAID). For more information, see Error: No disk could be located on page 87.
- Tamper Protection
- Secure Boot on Arm-based endpoints

IMPORTANT

There is a known bare-metal provisioning issue affecting Microsoft Surface Pro devices with updated UEFI Firmware released in June 2023. To resolve this issue, upgrade the devices to the latest firmware or upgrade the Provision endpoint tool to version 10.4.18 or later (included in Endpoint Configuration Toolset 2.12.34 or later). This issue does not affect refreshing Microsoft Surface Pro devices.

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Disk space requirements

Provision requires that the endpoint has at least twice the total size of all OS bundles for the PXE service.

Power setting requirements

Because Provision endpoints must be available at all times, the following power settings are required:

- Disable Sleep
- Turn on High performance power plan

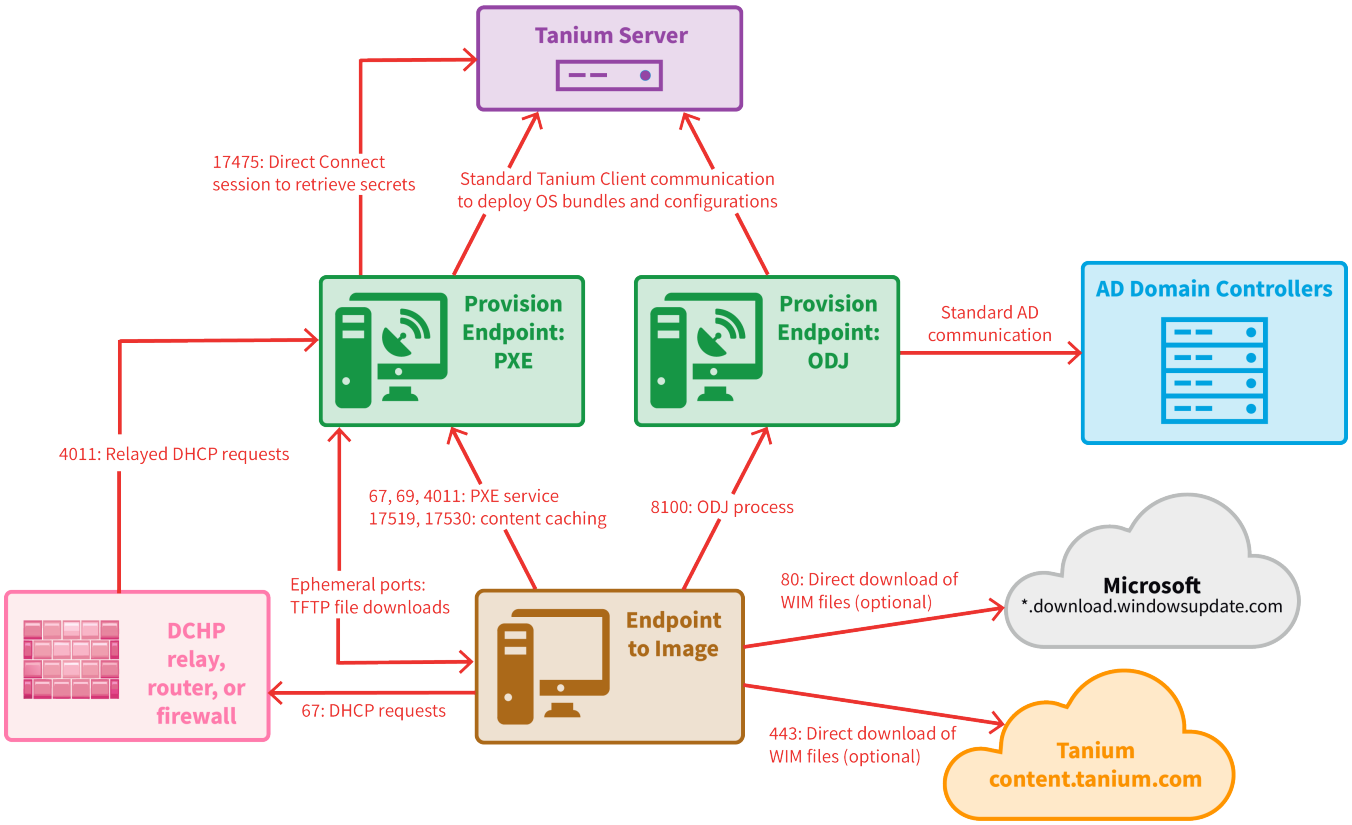
Host and network security requirements

Specific ports and processes are needed to run Provision.

Ports

The following ports are required for Provision communication.

Network communication ports



Source	Destination	Port	Protocol	Purpose
Module Server	Module Server (loopback)	17518	TCP	

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Source	Destination	Port	Protocol	Purpose
Endpoint	PXE service	67	UDP	PXE service listens on port 67 for DHCP Discover requests and sends responses back to the endpoint from port 67.
		69 and ephemeral ports	UDP	PXE TFTP port. PXE service listens for TFTP requests on port 69 but the TFTP protocol uses an ephemeral source port on the PXE host and sends packets to the ephemeral destination port previously specified by the endpoint in the original TFTP request.  NOTE Some firewalls offer TFTP Inspection or TFTP Proxy services, which help manage and enforce the proper use of the TFTP protocol. If your firewall does not offer such services, you might need to enable a broader firewall ruleset to permit the server to allow the TFTP response to reach the endpoint on an ephemeral port.
		17519	TCP	HTTP cache port - configurable in Provision Settings
		17530	TCP	HTTPS/TLS cache port - configurable in Provision Settings
PXE Service	Endpoint	Ephemeral ports	UDP	After initial connection, TFTP traffic uses ephemeral ports on both systems.
DHCP relay, router, or firewall	PXE Service	4011	UDP	DHCP Relays send proxied DHCP requests to port 4011 on the PXE Service. Port 4011 is required when the endpoint is not on the same layer 2 segment/subnet/VLAN as the PXE Service.
ODJ process	ODJ process	8100	TCP	Client Port - configurable in Provision Settings

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Source	Destination	Port	Protocol	Purpose
Tanium Client	Module Server or Zone Server	17475 (if using Module Server) 17486 (if using a Zone Server)	TCP	Used by Provision Endpoints for endpoint connections
Endpoint	Microsoft (*.download.windowsupdate.com)	80	TCP	Optional connections to Tanium and Microsoft for direct download of WIM files. For more information, see Preparing OS bundle content on page 40.
	Tanium (content.tanium.com)	443	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.



On Windows endpoints, the Tanium PXE service tries to open necessary ports. Third-party firewalls or group policy might prevent the port openings, so it might be necessary to manually adjust firewall rules. On Linux endpoints, you must manually adjust firewall rules to open necessary ports.

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.

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Provision security exclusions for Tanium Core Platform servers (Windows deployments only)

Target Device	Notes	Exclusion Type	Exclusion
Module Server		Process	<*Module Server*>\services\provision-service\TaniumProvisionService.exe
		Process	<*Module Server*>\services\twsm-v1\twsm.exe

Provision security exclusions for endpoints

Endpoint OS	Notes	Exclusion Type	Exclusion
Windows		Process	<*Tanium Client*>\TaniumCX.exe
		File	<*Tanium Client*>\TaniumClientExtensions.dll
		File	<*Tanium Client*>\TaniumClientExtensions.dll.sig
		File	<*Tanium Client*>\extensions\TaniumConfig.dll
		File	<*Tanium Client*>\extensions\TaniumConfig.dll.sig
		File	<*Tanium Client*>\extensions\TaniumDEC.dll
		File	<*Tanium Client*>\extensions\TaniumDEC.dll.sig
		File	<*Tanium Client*>\extensions\TaniumProvision.dll
		File	<*Tanium Client*>\extensions\TaniumProvision.dll.sig
		Process	<*Tanium Client*>\Tools\Provision\TaniumPXE.exe
		Folder	<*Tanium Client*>\Tools\Provision

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Provision security exclusions for endpoints (continued)

Endpoint OS	Notes	Exclusion Type	Exclusion
Linux		Process	<*Tanium Client*>/TaniumCX
		File	<*Tanium Client*>/libTaniumClientExtensions.so
		File	<*Tanium Client*>/libTaniumClientExtensions.so.sig
		File	<*Tanium Client*>/extensions/libTaniumConfig.so
		File	<*Tanium Client*>/extensions/libTaniumConfig.so.sig
		File	<*Tanium Client*>/extensions/libTaniumDEC.so
		File	<*Tanium Client*>/extensions/libTaniumDEC.so.sig
		File	<*Tanium Client*>/extensions/libTaniumProvision.so
		File	<*Tanium Client*>/extensions/libTaniumProvision.so.sig
		Folder	<*Tanium Client*>/Tools/Provision
macOS		Process	<*Tanium Client*>/TaniumCX
		File	<*Tanium Client*>/libTaniumClientExtensions.so
		File	<*Tanium Client*>/libTaniumClientExtensions.so.sig
		File	<*Tanium Client*>/extensions/libTaniumConfig.so
		File	<*Tanium Client*>/extensions/libTaniumConfig.so.sig
		File	<*Tanium Client*>/extensions/libTaniumDEC.so
		File	<*Tanium Client*>/extensions/libTaniumDEC.so.sig
		File	<*Tanium Client*>/extensions/libTaniumProvision.so
		File	<*Tanium Client*>/extensions/libTaniumProvision.so.sig
		Folder	<*Tanium Client*>/Tools/Provision

Third-party internet URLs

If security software is deployed in the environment to monitor and block unknown URLs, your security administrator might need to allow the following URLs.

- `*.download.windowsupdate.com` (if you use a Windows OS bundle that includes the **DirectDownload** key value entry)

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User role requirements

Predefined roles grant the following permissions, which are required to use Provision functionality:

- Provision solution permissions on page 23
- Provided Provision administration and platform content permissions on page 25: The solution permissions automatically provide some of these permissions.

To review a summary of the predefined roles, see Set up Provision users on page 30.

Some Provision solution permissions provide permissions that are associated with other solutions. Furthermore, all the platform content permissions and some solution permissions apply to content sets that might contain content for other solutions in addition to Provision. If you create custom roles for Provision users, be sure to assign all the solution permissions and content set permissions that are required for Provision functionality. If you are not sure which permissions are required for a custom role, view the permissions of the predefined roles. For more information, see the following sections of the Tanium Console User Guide:

- RBAC overview (provides an overview of roles, permissions, and content sets)
- Provided role permissions
- View effective role permissions
- Configure a custom role



Do not assign the **Provision Service Account** role to users. This role is for internal purposes only.

Provision solution permissions

Permission	Provision Administrator[1]	Provision Device Retirement Administrator[1]	Provision Device Retirement User[1]	Provision Device Retirement Viewer[1]	Provision Read Only[1]	Provision Endpoint Configuration Approver[1]
Provision SHOW: View the Provision workbench Read and write access to the Provision module	✓ SHOW READ WRITE	✓ SHOW READ	✓ SHOW READ	✓ SHOW READ	✓ SHOW READ	✓ SHOW
Provision Direct Connect Satellite Create satellites in Direct Connect	✓ WRITE	✗	✗	✗	✗	✗

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Provision solution permissions (continued)

Permission	Provision Administrator[1]	Provision Device Retirement Administrator[1]	Provision Device Retirement User[1]	Provision Device Retirement Viewer[1]	Provision Read Only[1]	Provision Endpoint Configuration Approver[1]
Provision Endpoint Configuration Approve Provision items in Endpoint Configuration	✗	✗	✗	✗	✗	✓ APPROVER
Provision Endpoint Configuration All Write all Provision items in Endpoint Configuration	✗	✓ WRITE	✓ WRITE	✗	✗	✗
Provision Manual Retirement Actions View, create, or update Provision manually targeted device retirement actions	✓ WRITE	✓ WRITE	✗	✗	✗	✗
Provision Retirement Action Definitions View, create, or update Provision device retirement action definitions	✓ READ WRITE	✓ READ WRITE	✓ READ	✓ READ	✗	✗
Provision Retirement Actions View, create, or update Provision device retirement actions	✓ READ[2] WRITE	✓ READ[2] WRITE	✓ WRITE	✓ READ[2]	✗	✗

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Provision solution permissions (continued)

Permission	Provision Administrator[1]	Provision Device Retirement Administrator[1]	Provision Device Retirement User[1]	Provision Device Retirement Viewer[1]	Provision Read Only[1]	Provision Endpoint Configuration Approver[1]
Provision Retirement Logs View Provision device retirement action audit logs	✓ READ[2]	✓ READ[2]	✓ READ	✓ READ[2]	✗	✗

[1]The permissions for this role provide solution permissions for other solutions. To view the provided permissions, see Tanium Console User Guide: View effective role permissions.

[2] This permission provides the ability to view all device retirement actions regardless of user management rights.

Provided Provision administration and platform content permissions

Permission	Permission Type	Provision Administrator	Provision Device Retirement Administrator	Provision Device Retirement	Provision Read Only	Provision Endpoint Configuration Approver
Action Group	Administration	✓ READ WRITE	✗	✗	✓ READ	✗
Computer Group	Administration	✗	✓ READ	✓ READ	✗	✗
User	Administration	✓ READ	✗	✗	✓ READ	✗
Action	Platform Content	✓ READ WRITE	✗	✗	✓ READ	✗
Dashboard	Platform Content	✓ READ WRITE	✗	✗	✓ READ	✗
Dashboard Group	Platform Content	✓ READ WRITE	✗	✗	✓ READ	✗

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Provided Provision administration and platform content permissions (continued)

Permission	Permission Type	Provision Administrator	Provision Device Retirement Administrator	Provision Device Retirement	Provision Read Only	Provision Endpoint Configuration Approver
Filter Group	Platform Content	✓ READ WRITE	✓ READ	✓ READ	✓ READ	✗
Own Action	Platform Content	✓ READ	✗	✗	✓ READ	✗
Package	Platform Content	✓ READ	✗	✗	✓ READ	✗
Plugin	Platform Content	✓ READ EXECUTE	✓ READ EXECUTE	✓ READ EXECUTE	✓ READ EXECUTE	✓ READ EXECUTE
Saved Question	Platform Content	✓ READ	✗	✗	✓ READ	✗
Sensor	Platform Content	✓ READ	✗	✗	✓ READ	✗

To view the content sets to which the platform content permissions apply, see Tanium Console User Guide: View effective role permissions.

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Installing Provision

Use Tanium Console **Solutions** page to install Provision and choose either automatic or manual configuration:

- **Automatic configuration with default settings**: Provision 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 Provision, see Import Provision with default settings on page 27.
- **Manual configuration with custom settings**: After installing Provision, you must manually configure required settings. Select this option only if Provision requires settings that differ from the recommended default settings. For more information, see Import Provision with custom settings on page 28.

Before you begin

- Read the release notes.
- Review the Provision requirements on page 15.
- Assign the correct roles to users for Provision. Review the User role requirements on page 23.
    - To import the Provision solution, you must be assigned the Administrator reserved role or a role that has the **Import Signed Content** permission.
    - To configure the Provision action group, you must be assigned the Administrator reserved role, Content Administrator reserved role, or a role that has the **Action Group write** permission.

Import Provision with default settings

You can set the Provision action group to target the **No Computers** filter group by enabling restricted targeting before importing Provision. This option enables you to control tools deployment through scheduled actions that are created during the import and that target the Tanium Provision action group. For example, you might want to test tools on a subset of endpoints before deploying the tools to all endpoints. In this case, you can manually deploy the tools to an action group that you configured to target only the subset. To configure an action group, see Tanium Console User Guide: Managing action groups. To enable or disable restricted targeting, see Tanium Console User Guide: Tools deployment and restricted targeting.

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

Setting	Default value
Action group	• Restricted targeting disabled (default): `All Computers` computer group • Restricted targeting enabled: `No Computers` computer group

To import Provision 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 Provision version on page 28.

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Import Provision with custom settings

To import Provision without automatically configuring default settings, be sure to clear the **Apply All Tanium recommended configurations** checkbox 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 Provision version on page 28.

To configure the Provision action group, see Configure Provision action group on page 30.

Manage solution dependencies

When you start the Provision workbench for the first time, the Tanium Server checks whether all the Tanium modules and shared services (solutions) that are required for Provision are installed at the required versions. The Provision workbench cannot load unless all required dependencies are installed. If you selected **Tanium Recommended Installation** when you imported Provision, the Tanium Server automatically imported all your licensed solutions at the same time. Otherwise, if you manually imported Provision and did not import all its dependencies, Tanium Console displays a banner that lists the dependencies and the required versions. For more information, see Solution dependencies.

Perform the following steps if a banner indicates any Provision dependencies are not installed:

1. Install the dependencies as described in Tanium Console User Guide: Import or update specific solutions.
2. From the Main menu, go to **Modules > Provision** to open the Provision **Overview** page and verify that Console no longer displays a banner to list missing dependencies.

Upgrade Provision

For the steps to upgrade Provision, see Tanium Console User Guide: Managing Tanium solutions. After the upgrade, verify that the correct version is installed: see Verify Provision version on page 28.

Verify Provision version

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

1. Refresh your browser.
2. From the Main menu, go to **Modules > Provision** to open the Provision **Overview** page.
3. To show version information, click Info  .

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Configuring Provision

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

Install and configure Tanium Endpoint Configuration

Manage solution configurations with Tanium Endpoint Configuration

Tanium Endpoint Configuration delivers configuration information and required tools for Tanium Solutions to endpoints. Endpoint Configuration consolidates the configuration actions that traditionally accompany additional Tanium functionality and eliminates the potential for timing errors that occur between when a solution configuration is made and the time that configuration reaches an endpoint. Managing configuration in this way greatly reduces the time to install, configure, and use Tanium functionality, and improves the flexibility to target specific configurations to groups of endpoints.

Endpoint tools are bundled together in a versioned toolset. Each toolset contains a specific version of each tool. The Endpoint Configuration Toolset Solution provides upgrades to the toolset, and it imports upgraded versions of the entire toolset as needed by upgraded or newly installed solutions.



When you upgrade Provision, the change management feature enables you to perform a staged rollout of the endpoint tools associated with the new version of Provision. Provision remains compatible with earlier versions of the endpoint tools and so continues to function with endpoints in rings that have not yet received the latest tools. However, any functionality added in the upgrade of Provision might not be available on these endpoints until they receive the upgraded tools.

In some cases, multiple solutions install the same endpoint tool, but upgraded endpoint tools remain compatible with all associated solutions. For example, both Tanium™ Threat Response and Tanium™ Reveal install and use index-cx. When you upgrade Threat Response, it might install version *x*.6.*yyyy* of index-cx, superseding version *x*.5.*zzzz* that Reveal previously installed. The index-cx upgrade from Threat Response does not affect the Index-related functionality of Reveal on the upgraded endpoints. For more information about the change management feature, see Tanium Endpoint Configuration User Guide: Managing endpoint tool upgrade rollouts.



For information about how to install Endpoint Configuration, see Tanium Endpoint Configuration User Guide: Installing Endpoint Configuration.

Optionally, you can use Endpoint Configuration to require approval of configuration changes. When configuration approvals are enabled, Endpoint Configuration does not deploy a configuration change to endpoints until a user with approval permission approves the change. For information about the roles and permissions that are required to approve configuration changes for Provision, see User role requirements on page 23. For more information about how to enable and use configuration approvals in Endpoint Configuration, see Tanium Endpoint Configuration User Guide: Managing approvals.

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IMPORTANT

For solutions to perform configuration changes or tool deployment through Endpoint Configuration on endpoints with action locks turned on, you must enable the **Manifest Package Ignore Action Lock** and **Deploy Client Configuration and Support Package Ignore Action Lock** settings. To access these settings, from the Endpoint Configuration **Overview** page, click Settings and select **Global**. For more information about action locks, see Tanium Console User Guide: Managing action locks.

For more information about Endpoint Configuration, see Tanium Endpoint Configuration User Guide.

If you enabled configuration approvals, the following configuration changes must be approved in Endpoint Configuration before they deploy to Provision Endpoints:

- Provision tools
- Provision contract
- Provision manifest

Configure Provision

Configure Provision action group

By default, the Provision action group is set to the `All Computers` computer group. You can update the action group if needed.

1. From the Main menu, go to **Administration > Actions > Action Groups**.
2. Click **Tanium Provision**.
3. Select the computer groups that you want to include in the action group and click **Save**.
   If you select multiple computer groups, choose an operator (**AND** or **OR**) to combine the groups.

Set up Provision users

You can use the following set of predefined user roles to set up Provision users.

To review specific permissions for each role, see User role requirements on page 23.

IMPORTANT

On installation, Provision creates a **Provision** user to automatically manage the Provision service account. Do not edit or delete the **Provision** user.

For more information about assigning user roles, see Tanium Core Platform User Guide: Manage role assignments for a user.

Provision Administrator

Assign the **Provision Administrator** role to users who manage the configuration and deployment of Provision functionality to endpoints.
This role can perform the following tasks:

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- Configure Provision service settings.
- View and modify Provision configurations.

Provision Device Retirement Administrator

Assign the **Provision Device Retirement Administrator** role to allow users to manage all device retirement actions.
This role can perform the following tasks: view, create, or update device retirement action definitions and actions, and view audit logs.



To deploy retirement actions to ***unknown*** endpoints, in addition to the **Provision Device Retirement Administrator** role, the user must also have unrestricted management rights. For more information about assigning unrestricted management rights, see Manage computer group assignments for a user or Manage computer group assignments for a persona.

Provision Device Retirement User

Assign the **Provision Device Retirement User** role to allow users to manage device retirement actions on endpoints for which this have access. That is, they can manage and deploy actions to endpoints that belong to the Computer Groups linked to the user's persona.
This role can perform the following tasks: view, create, or update device retirement actions, and view audit logs.

Provision Device Retirement Viewer

Assign the **Provision Device Retirement Viewer** role to users who view device retirement actions.
This role can perform the following tasks: view device retirement action definitions and actions, and view audit logs.

Provision Read Only

Assign the **Provision Read Only** role to users who need visibility into Provision data.
This role can view Provision service settings and configurations.

Provision Endpoint Configuration Approver

Assign the **Provision Endpoint Configuration Approver** role to a user who approves or rejects Provision configuration items in Tanium Endpoint Configuration.
This role can perform the following tasks: approve, reject, or dismiss changes that target endpoints where Provision is installed.



Do not assign the **Provision Service Account** role to users. This role is for internal purposes only.

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Configure PXE settings

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click **Configuration** if needed.
2. In the **Preboot Execution Environment (PXE)** section, configure the PXE options.
   a. (Windows endpoints) To automatically open the required firewall ports on Windows endpoints, select **Create Local Firewall Rule**.

   > IMPORTANT
   > For macOS or Linux endpoints, manually open UDP ports 67, 69, 4011, and the TCP port that is used for caching. The default port for HTTP caching is 17519 and the default port for HTTPS/TLS caching is 17530.

   b. (Optional) If you want to enable reporting of DHCP requests and other helpful information for troubleshooting, select **Verbose Logging**.
   c. (Optional) If you want to use Tanium Client instead of directly downloading files, select **Use Tanium Client to download content to Tanium PXE**.

   > BEST PRACTICE
   > Only select this option if Provision Endpoints do not have network connectivity to the Tanium Server to download files directly. If you use the Tanium Client to download content, other Tanium Client activity might be negatively impacted and the Provision Endpoint might take longer to download the OS bundle. For more information, see Provisioning endpoints: Before you begin.

   > NOTE
   > If this option is not selected and direct download fails, Tanium falls back to using the Tanium Client.

   d. (Optional) If you want to use a different port for HTTP caching, provide any unused TCP port number in the **HTTP Cache Port** field.
   e. (Optional) If you want to use a different port for HTTPS/TLS caching, provide any unused TCP port number in the **HTTPS/TLS Cache Port** field.
3. Click **Save**.

Configure global key values

Configure OS bundle behavior

Some settings can be specified globally to apply to all bundles.

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1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click **Global Key Values**.
2. In the **OS Bundle Selection** section, configure the following details.
    a. Select the default sort order by: **Name**, **Bundle ID**, or **Description**. The default is **Name**.
    b. Select how long to wait before automatically choosing the default keyboard layout: **Never**, **30 seconds**, **1 minute**, or **5 minutes**. The default selection is **30 seconds**.
    c. Select how long to wait before automatically choosing the default network configuration: **Never**, **30 seconds**, **1 minute**, or **5 minutes**. The default selection is **30 seconds**.
    d. (Optional) To specify a required installation confirmation code before the OS bundle installation can continue, enter an **Installation Confirmation Code**.

    IMPORTANT The confirmation code helps prevent users from inadvertently reimaging their devices. The confirmation code is not intended to be a security control.

    e. To specify a bundle to be selected by default, select **Enable automated OS bundle selection** and then select an **OS Bundle** and **OS Bundle Timeout**.
3. Click **Save**.

Configure Azure authentication

You can store your boot images files in Microsoft Azure storage.

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click **Global Key Values**.
2. In the **Azure Authentication** section, configure the following details.
    a. Select **Enable Azure storage integration**.
    b. Enter the **Client ID**, **Tenant ID**, and **Azure Blob URL**.
3. Click **Save**.

For more information, see Microsoft Documentation: Azure Storage documentation.

Configure web service integration

You can define web service calls to make prior to OS bundle selection.

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click **Global Key Values**.
2. In the **Web Service Integration** section, enter a semicolon-separated list of HTTP GET or POST requests and then click **Save**.

For more information about web services integration, see Get settings from an external web service on page 99.

Configure boot image

You can configure the Provision boot image.

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IMPORTANT

If you do not have any Provision endpoints on Endpoint Toolset Version 2.12 or later, these configuration options do not appear in the workbench. This version is required to support boot image configuration options. To identify endpoints that need a toolset update, see Provision endpoint does not have toolset version that supports boot image configuration on page 86.

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click **Global Key Values**.
2. In the **Boot Image Configuration** section, configure the following details.
   a. In the **Boot Image Root Password** section, select **Enable a root password for the boot image**.
   This option requires a user to enter the root password to run commands that require elevated permissions (such as repartitioning the drive) and to log in to the boot environment via console or xrdp.
   b. Enter the root password.
3. In the **Enable Command Prompt Access** section, select **Enable command prompt access during imaging** and click **Save**.
   The method to access the command prompt at the local terminal varies based on the provisioning phase. During the Linux phase, right-click the screen and select **Terminal**. During the Windows PE phase, press **F8**.

   IMPORTANT

   If you do not enable command prompt access to prevent a user from running unauthorized arbitrary commands, enable a root password in step 2a to help secure the boot image.

Configure installation message and branding

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click **Branding**.
2. Enter the installation message that you want users in your environment to see during the software installation.
3. Click **Browse for File** to select your company logo and then click **Save**.
   The maximum image size is 5 MB and the maximum image height is 100 pixels.

   TIP

   Click Preview to verify that the uploaded image looks correct. If you need to upload a new image, click Delete and then choose a new image to upload.

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Setting up offline domain join

If you want your Windows endpoints to join an Active Directory (AD) domain, you can use Tanium Provision to set up an ODJ process instead of updating `unattend.xml` answer files with clear text passwords that contain the domain join credentials. Provision uses **TaniumODJService**, a small HTTP service that uses the Microsoft **djoin** command, to create a computer account in the OU specified in the operating system bundle.



Add newly provisioned endpoints to an organizational unit where they can be vetted before users sign in to those endpoints. For more information, see Setting up offline domain join on page 35.

Before you begin

Make sure that you create a firewall rule to allow inbound connections to the port that is specified in Configuring Provision on page 29.

(Optional) Configure ODJ settings

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click **Configuration** if needed.
2. In the **Offline Domain Join (ODJ)** section, configure the ODJ options.
   a. Enter a **Client Port**. The default value is 8100.
   b. (Optional) Specify the **Duration** in hours or days to set the maximum amount of time that the ODJ process can run. The default is 750 hours.
   c. (Optional) Specify the **Max Computer Account Blobs** to set the maximum number of times the ODJ process can be called. The default is 1000 blobs.
3. Click **Save**.

Create an ODJ endpoint

You must enable the ODJ service on at least one Provision endpoint. The endpoint does not have to run the Tanium PXE service. The endpoint must have reliable access to Active Directory.

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1. TIP

   You can also click **Create Provision Endpoint** from the **Quick Links** section of the Provision **Overview** page.

2. In the **Satellite Endpoints** section, select one or more satellites or click **Create Satellite** to create one in Direct Connect. For more information, see Tanium Direct Connect User Guide: Create satellites.

   NOTE



   Offline Domain Join is available only for Windows satellites. The Windows satellite must be joined to the Active Directory domain to which you will join endpoints.

3. In the **Features** section, select **Offline Domain Join (ODJ)** and then click **Save and Deploy Now**.

(Optional) Reuse a computer name

You can reuse a computer name as part of the ODJ process. You might reuse a name to simplify the domain join or to comply with organizational naming standards. You identify a name for reuse by adding it to the **Allowed Computer Names** table.

CAUTION



Carefully consider the names that you add to the **Allowed Computer Names** table. Anyone with network access to Provision endpoints can access the computer accounts associated with the names in the table. With this access, a malicious user could disable existing servers or Active Directory and possibly compromise computer-specific certificates or keys stored in Active Directory as part of the computer object.

1. Add the computer name to the **Allowed Computer Names** table.
   a. From the Main menu, go to **Modules > Provision > Offline Domain Join**.
   b. Click **Add Computer Name for Reuse**.
   c. Add one computer name on each line, up to 10 lines.
   d. Add the number of days (1-7) that the computer name is available for reuse and click **Save**.
2. Add the name as a **ComputerName** key value pair in an OS bundle for the endpoint. For more information, see Create a Windows OS bundle on page 47.

View computer names available for reuse

You can view the computer names that are available for reuse during the ODJ process in the **Allowed Computer Names** table. Provision automatically removes a name from the table after the specified number of days has lapsed.

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1. From the Main menu, go to **Modules > Provision > Offline Domain Join**.
2. Go to the **Allowed Computer Names** table.
3. View the available names for reuse. The table contains the following columns:
    - **Name**: Computer name allowed for reuse
    - **Expiration Time**: The date and time on which the name will no longer be allowed for reuse
    - **Created**: The date and time when the name was initially added to the **Allowed Computer Names** table
    - **Created By**: The user who added the name to the **Allowed Computer Names** table
    - **Last Modified**: The date and time when the name or its expiration time was most recently modified
    - **Last Modified By**: The user who most recently modified the name or its expiration time

View computer name reuse status

You can view the computer names that were requested for reuse during the ODJ process. Periodically review this list to consider adding or removing names in the **Allowed Computer Names** table.

1. From the Main menu, go to **Modules > Provision > Offline Domain Join**.
2. Go to the **Computer Name Requests** table.
3. View the computer names that were requested for reuse during the ODJ process. The table contains the following columns:
    - **Name**: The value included in the **ComputerName** key value pair in the OS bundle
    - **OS Bundle Name**: The name of the OS bundle that includes the computer name
    - **Status**: Status of the reuse: Allowed or Blocked

      Allowed indicates that the name is in the **Allowed Computer Names** table and was reused during the ODJ process. Blocked means that the name was not in the **Allowed Computer Names** table during the ODJ process, so the name was not reused.
    - **Provision Endpoint**: Name of the Provision endpoint that handled the ODJ request
    - **Created**: Date and time when the reuse request was received

Manage computer names for reuse

You can edit or delete computer names or the expiration time.

1. From the Main menu, go to **Modules > Provision** select the name in the **Allowed Computer Names** table.
2. Click Edit or Delete Selected and save the necessary changes.

Delegate control to create computer accounts by the ODJ service

Because the ODJ service can create computer accounts in AD, it is important to limit the scope where the service can make changes to AD. It is highly recommended to limit the ODJ service to create only computer accounts in a single AD OU.

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BEST PRACTICE

Before you delegate control to create computer accounts, prevent unprivileged users from joining computers to the domain by setting the **ms-DS-MachineAccountQuota** attribute to 0. For more information, see Microsoft Documentation: Default limit to number of workstations a user can join to the domain.

1. Open **Active Directory Users and Computers** and connect to the domain where you want the computer accounts created.
2. Right-click the domain, select **New > Organizational Unit**, enter a name for the OU, and then click **OK**.
3. Right-click the OU, click **Delegate Control...**, click **Next**, and then click **Add...**.
    a. For **Select this object type:**, click **Object Types...**, select **Computers**, and then click **OK**.
    b. For **Enter the object names to select (examples):**, provide the name of the computer that is running the ODJ process, click **Check Names**, click **OK**, and then click **Next**.
    c. Select **Create a custom task to delegate** and then click **Next**.
    d. Select the following options and then click **Next**.
        - **Only the following objects in the folder:**
        - **Computer objects**
        - **Create selected objects in the folder**
        - **Delete selected objects in this folder**
    e. Select the following permissions, click **Next**, and then click **Finish**.
        - **Read All Properties**
        - **Write All Properties**
        - **Change Password**
        - **Reset Password**
        - **Read and write account restrictions**
        - **Validated write to DNS host name**
        - **Validated write to service principal name**

(Optional) Add certificates and group policy templates

ODJ blobs can optionally contain additional certificates and group policy templates by manually adding them as key value pairs in an OS bundle.

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You cannot override the **Offline Domain Join: CertTemplate** and **Offline Domain Join: PolicyNames** values with settings from an external web service. For more information about web services, see Get settings from an external web service on page 99.

1. From the Main menu, go to **Modules > Provision > OS Bundles**.
2. In a new or existing OS bundle, in the **Key Value Entries** section, click **Add Key Value Pair**.
3. Specify the boolean value to include root certificates in AD in the generated ODJ blob.
   a. For the **Key** field, select **Offline Domain Join: IncludeRootCerts**.
   b. For the **Value** field, enter `1`.
4. Specify the name of the certificate template to use when generating a new certificate in the ODJ blob for the computer.
   a. For the **Key** field, select **Offline Domain Join: CertTemplate**.
   b. For the **Value** field, enter the certificate template name.
5. Specify the group policy objects to include in the ODJ blob for the computer.
   a. For the **Key** field, select **Offline Domain Join: PolicyNames**.
   b. For the **Value** field, enter a comma-separated list of names. For example, `DirectAccess Client Settings` or `Autoenroll Machine Certificates,Default Domain Policy`.

Define `ODJService` and `DomainName` key value pairs

Create an OS bundle that includes the `ODJService` and `DomainName` key value pairs. For more information, see Create a Windows OS bundle.

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Preparing OS bundle content

You must prepare and configure the OS bundle content that you want to use for provisioning endpoints.

Obtain OS bundle content

You must obtain the following content:

Windows

- **Windows image file**: You can use the `install.wim` file from the standard Windows media ISOs or a custom WIM file captured after the OS was sysprepped. For more information about how to acquire the WIM file from the Windows media, see Microsoft Documentation: Create a Windows 10 reference image. For more information about how to capture a custom Windows image, see Capture a Windows OS image on page 45. For more information about Sysprep, see Microsoft Documentation: Sysprep (Generalize) a Windows installation.
- **Windows ADK**: You can download the latest Windows 11 or Windows 10 ADK files from Microsoft. Both the Windows ADK and the WinPE add-on must be installed. For the ADK installation, the deployment tools and User State Migration Tool (USMT) components must be installed on any supported Windows endpoint, such as Windows 10, Windows 11, or Windows Server.

  IMPORTANT

  When performing refresh deployments, ensure that your ADK version supports the version of Windows you are deploying. Otherwise, you might encounter USMT errors. For more information, see Microsoft Documentation: Download and install the Windows ADK.

- If your endpoints require the Windows UEFI CA 2023 certificate to be trusted by the Unified Extensible Firmware Interface (UEFI) Secure Boot Allowed Signature Database (DB), you must use Provision 1.19 or later and use Windows ADK 10.1.26100.2454 (December 2024) or later to generate the Windows ADK content. When you create a Windows OS bundle, add an OS image WIM file that contains Windows August 2024 cumulative update or later or add the cumulative update in the **Drivers and Patches** section.
- **Unattend_*<architecture>*.xml**: To support customizing and configuring the Windows image, Provision uses `unattend_<architecture>.xml`. Provision supports key value pairs and variable substitution in `unattend_<architecture>.xml`. For example, if you specify the **ComputerName** key value pair in `unattended.xml`, Provision substitutes the **ComputerName** key value from the OS bundle. For more information, see Reference: Variables and advanced customization on page 95.

  TIP

  You can download a sample `unattend_<architecture>.xml` to use as an example. `unattend_<architecture>.xml` is included in `utility.zip`, which is available in Provision **Overview > Settings** > **File Downloads**.

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- **Tanium Client installer package**: Download the Windows client installer bundle from the Tanium Client Management **Overview** page. For more information about how to download the bundle, see Tanium Client Management User Guide: Download installation packages for the Tanium Client.

  NOTE

  Ensure that the `install.bat`, `SetupClient.exe`, and `tanium-init.dat` files exist at the root of the package. If `tanium-init.dat` is not included, download and add `tanium-init.dat` to the package. For more information, see Tanium Client Management User Guide: Download a tanium-init.dat file for alternative deployment.

- **Custom scripts**: (Optional) You can specify a ZIP file that contains scripts and any other required files to configure the OS. For more information, see Include custom scripts on page 102.

- **Drivers for the models of computers that you are deploying**: Each computer model needs different driver packages, which includes `.inf` files and supporting files. Copy these drivers and create a compressed file for each model. You might also want to create a compressed file of common drivers that can be downloaded to all provisioned computers. Before creating a compressed file, confirm that the driver files are in folders and are not inside of executables or other compressed files. Follow the naming conventions in Driver package naming on page 41 for the driver package. For more information, see the following resources:

  - The Different Types of Driver Management for Tanium Provision
  - Microsoft Documentation: Components of a Driver Package.

- **Patches**: (Optional) You can specify one or more OS updates or patches to inject into the OS offline, before booting into the OS for the first time.

  BEST PRACTICE

  Use Tanium Patch to install patches after the endpoint is provisioned to save deployment time in Provision.

DRIVER PACKAGE NAMING

Use the following conventions to create a driver package:

- Save as a `.zip` or `.cab` file.
- For common drivers that you want to download to all provisioned computers, create `drivers.(zip|cab)`. For example, you might create a `drivers.zip` for docking station or printer drivers.
- For drivers specific to a computer model, use a naming option based on computer model, Lenovo model IDs, or SMBIOS Version attribute.
  - Computer model: Create `drivers_%Model%.(zip|cab)`, for example, `drivers_SurfaceBook.zip` or `drivers_SurfaceBook.cab`.
    To get the *Model* string, run the PowerShell command `(Get-ComputerInfo | Select-Object -ExpandProperty CsModel).Replace(" ","")`.

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- First four characters of Lenovo model IDs: Create `drivers_%ModelAlias%.(zip|cab)`.
  To get the *ModelAlias* string, run the PowerShell command `(Get-ComputerInfo | Select-Object -ExpandProperty CsModel).Substring(0,4)`.
- Version attribute in SMBIOS System Information (Type 1) structure: Create `drivers_%Version%.(zip|cab)`, for example, `Lenovo ThinkPad X1 Carbon gen 2.(zip|cab)`.
  To get the *Version* string, run the PowerShell command `(Get-WmiObject -Class Win32_ComputerSystemProduct| Select-Object -ExpandProperty Version).Replace(" ","")`.

CREATE DRIVER PACKAGE FOR OLDER COMPUTER MODEL

If you need a driver package for a non-enterprise grade or an older computer model, check if the hardware vendor provides a driver package. If the vendor does not provide a driver package, you can create a driver package using the **Export-WindowsDriver** cmdlet.

1. Install a base operating system that matches your target operating system, for example, Windows 10 for Windows 10.
2. Install all necessary drivers by using Windows Update or manual driver installations.
3. Use the **Export-WindowsDriver** cmdlet to create a folder that contains all third-party drivers. For example, run the PowerShell command `Export-WindowsDriver -Online -Destination C:\Drivers`
   This command creates the folder if it does not exist (for example, `C:\Drivers`) and creates one subfolder per driver.
4. Compress and name the folder using the guidelines in Driver package naming on page 41.

Linux

- **Cloud-init file**: To support customizing and configuring the Linux image, Provision uses the cloud-init configuration tool. For more information, see the cloud-init website. The cloud-init tool must be installed in the Linux OS using the appropriate method for the specific OS that you want to deploy. For example:
  - AlmaLinux, Centos, RedHat, and Rocky Linux: `yum install cloud-init`
  - Debian and Ubuntu: `apt install cloud-init`

Two cloud-init template files are also provided in the `utility.zip` file that you can download from the **File Downloads** tab of the Provision Settings. You can use either of these files as-is, or customize them by adding any additional configuration.

- `user-data.yaml`: configures the admin password and installs the Tanium Client
- `redhat.yaml`: configures the admin password, installs the Tanium Client, and refreshes the RedHat subscription

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IMPORTANT

For Debian, Ubuntu, and other operating systems that include cloud-init by default, run the **cloud-init clean** command before the final shutdown of the reference image. Running this command ensures cloud-init is in the correct state for Tanium Client deployment and other tasks added to cloud-init.

- **Tanium Client installer package**: Create a client configuration for Linux using Tanium Client Management. For more information, see Tanium Client Management User Guide: Create a client configuration.
- **Custom scripts**: (Optional) You can specify a ZIP file that contains scripts and any other required files to configure the OS. For more information, see Include custom scripts on page 102.

Download provided files for Provision

Provision includes two ZIP files that are used to Generate the Windows ADK content on page 43 for Windows OS bundles and Include custom scripts on page 102.

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click **File Downloads**.
2. (Optional) Click **scripts.zip** to download the optional custom content files.

   BEST PRACTICE

   Download this file only if you need to make modifications to the included Provision scripts.
3. Click **utility.zip** to download the required scripts and related files.

Configure a Windows OS bundle

Deploying a Windows operating system using Tanium Provision requires some files from the Windows Assessment and Deployment Kit (ADK).

Generate the Windows ADK content

IMPORTANT

Ensure that you install both the Windows ADK and WinPE add-on to the computer that you are using to generate the Windows ADK content. For more information, see Before you begin: Windows on page 40.

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1. Extract the contents of the previously downloaded `utility.zip` file to a folder, such as `C:\Users\Administrator\Documents`.
2. Open an elevated PowerShell command.
   a. Ensure that the execution of scripts is allowed by entering the following command:

      ```
      Set-ExecutionPolicy bypass
      ```

   b. Navigate to the folder that contains the `ADKPrep.ps1` script by entering the following command:

      ```
      cd C:\Users\Administrator\Documents\utility\ADKPrep
      ```

   c. (Optional) If any additional mass storage drivers are required for Windows PE, put them in an architecture-specific folder, such as `C:\Users\Administrator\Documents\utility\ADKPrep\amd64\Drivers`. These files are automatically injected into Windows PE as part of the `ADKPrep.ps1` script execution.

   d. Generate the ADK zip files for the architecture that you need by entering the following example command. The supported architectures are `amd64` and `arm64`.

      ```
      .\ADKPrep.ps1 -Architecture amd64
      ```


You can alternatively open a command prompt and enter the following command from `C:\Users\Administrator\Documents\utility\ADKPrep`:

```
Powershell.exe -ExecutionPolicy Bypass -File .\ADKPrep.ps1 -
Architecture amd64
```

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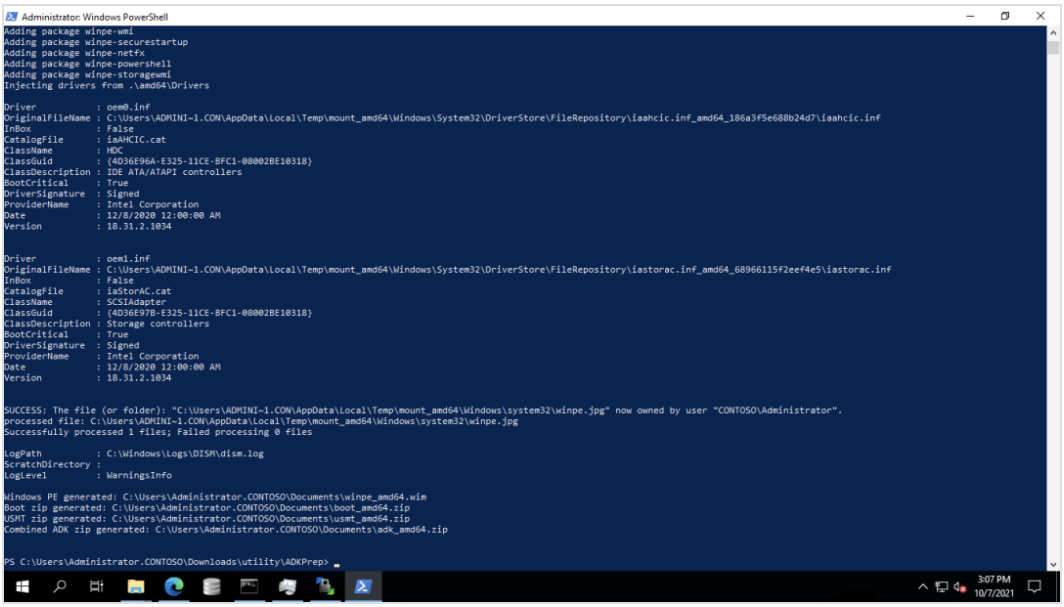
3. Ensure that no errors were generated.



4. Copy the generated `ADK_<architecture>.zip` files to a convenient location that is easy to remember, such as `C:\ProvisionFiles`.

TIP

The `utility.zip` file also includes an `Unattend` folder with `unattend_<architecture>.xml` template files that are required to create an OS bundle. You can copy them to `C:\ProvisionFiles` to use in Create a Windows OS bundle on page 47.

Capture a Windows OS image

If you want to use a custom OS image instead of one that is provided by Microsoft, you can use Provision to capture an image. Provision always captures the first NTFS volume.

After you configure your Windows OS and generalize it with sysprep, you can use Provision to capture the OS into an image file. To generalize the OS, open the Command Prompt as administrator and enter the following command:

```
%WINDIR%\System32\Sysprep\sysprep.exe /generalize /oobe /shutdown
```

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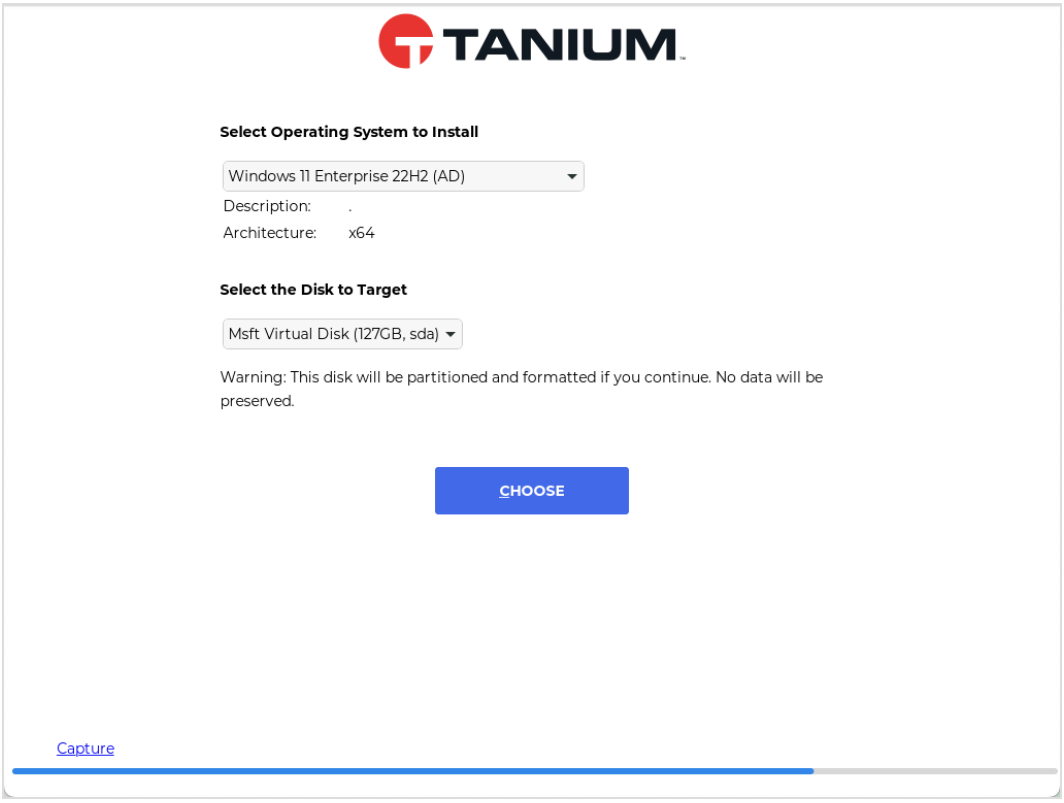
1. Boot the computer, using either the media or PXE options, into the Tanium Provision boot image.
2. After connecting to a network, click **Capture**.



3. Enter an **Image name**.

> TIP
>
> If the specified WIM file already exists, a different image name causes a new image to be added to that WIM file. You can have multiple OS images within one WIM file.

4. Enter a **File name** with a .wim file extension.
5. Enter the **UNC (SMB/CIFS) path** where you want the image file to be created.

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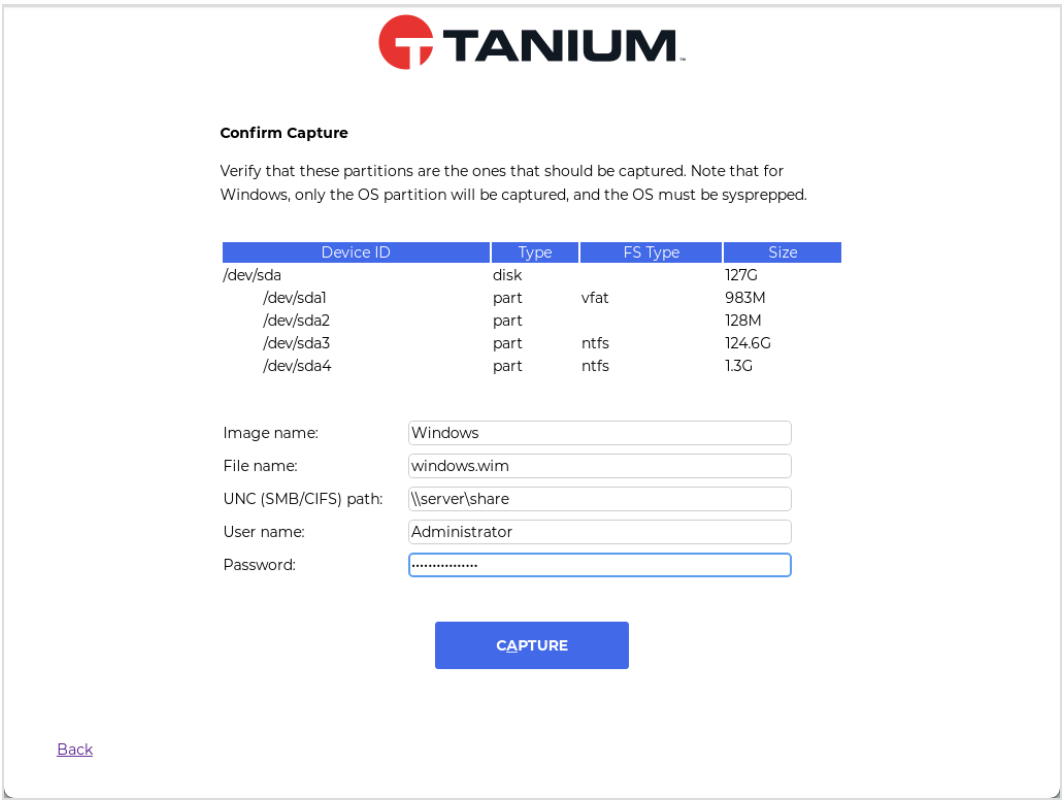
6. Enter the **User name** and **Password** credentials to establish a connection with the SMB path and then click **CAPTURE**.



7. After the capture process completes, you can reboot the computer back into the OS, which is not modified during the capture process.

Create a Windows OS bundle

To specify the details of the OS that you want to deploy, create a Windows OS bundle. Provision OS bundles can contain up to 100 total files, including the OS image, ADK files, unattended.xml, drivers, patches, and custom scripts.

1. From the Main menu, go to **Modules > Provision > OS Bundles** and then click **Create Bundle**.

   TIP You can also click **Create OS Bundle** from the **Quick Links** section of the Provision **Overview** page.

2. In the **Details** section, provide identifying details for the bundle.
   a. Enter a name and optional description.
   b. For **Platform**, select **Windows**.
   c. Select an **Operating System** and **Architecture**.

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3. In the **Files** section, add required or optional files.

   a. In the **OS Image WIM** section, select an image index and click **Browse for File** to select the `install.wim` file that you previously downloaded in Before you begin: Windows on page 40 or created in Capture a Windows OS image on page 45.

   For the default image, select the **Image Index** of **3** for Windows 10 Enterprise. To identify the index number, in an elevated command prompt, run the following command: **dism /Get-Wiminfo /WimFile:<*Specific path*>\install.wim**

   b. In the **ADK Files** section, click **Browse for File** to select the `ADK_<architecture>.zip` file that you previously generated in Generate the Windows ADK content on page 43.

   

   This previously generated `ADK_<architecture>.zip` contains the Windows PE, boot, and USMT files.

   c. In the **Unattended XML** section, click **Browse for File** to select the appropriate `unattend_<architecture>.xml` file that you previously extracted from the `utility.zip` file.

   d. In the **Tanium Client Installation Files** section, click **Browse for File** to select the ZIP file that you previously downloaded from Tanium Client Management.

   e. (Optional) For **Script and Other Files**, click **Browse for File** to select the custom ZIP file that you previously created in Include custom scripts on page 102, Join endpoints to Microsoft Entra ID on page 104, or Use Windows Autopilot deployment for existing devices on page 105.

4. (Optional) In the **Drivers and Patches** section, add driver and patch files.

   a. For **Drivers**, click **Browse for File** to select each driver file that you previously created in Obtain OS bundle content: Windows on page 40.

   

   Driver files are downloaded and used only when they match the following regular expression: `drivers.(zip|cab)|drivers_%Model%.(zip|cab)|drivers_%ModelAlias%.(zip|cab)|drivers_%Version%.(zip|cab)`. Any spaces in the *Model*, *ModelAlias*, or *Version* strings are removed prior to checking against the regular expression.

   b. For **Patches**, click **Browse for File** to select each .msu file name extension for the patches that you previously gathered in Obtain OS bundle content: Windows on page 40.

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5. (Optional) In the **Key Value Entries** section, click **Add Key Value Pair** to add key-value pairs. For more information about the available key-value pairs, see Provision key value pair options on page 95.

   > **NOTE** If you use the `DirectDownload` key-value pair to download the WIM file from Microsoft, you still need to upload a WIM file in the **OS image WIM** section of step 3 to save the bundle. You can upload a dummy WIM file.

   > **NOTE** If you set up offline domain join, ensure that you include `ODJService` and `DomainName` key value pairs.

6. Click **Save**.

Depending on connection speeds, uploading this content could take some time. After the upload is complete, it can take several more minutes before the OS bundle is available to use.

Configure a Linux OS bundle

Deploying a Linux operating system using Tanium Provision requires capturing an image of a complete Linux installation.

The following Linux distributions and versions are supported by Provision:

- AlmaLinux 8.6, 9
- CentOS 7, 8
- Debian 11
- RHEL 8.4, 8.5, 8.6, 9
- Rocky Linux 8.6, 9
- Ubuntu 22.04, 24.04

The following Linux distributions are not supported by Provision:

- Amazon Linux
- IBM AIX
- Oracle Solaris
- SUSE (SLES)

> **NOTE** Linux OS bundles can be used to perform bare-metal Linux provisioning or to refresh Windows endpoints to Linux. Refreshing a Linux endpoint with a Linux OS bundle is not supported.

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Capture a Linux OS image

Before you capture a LinuxOS image, review the following required configurations:

- Provision supports the default disk layouts for each OS that is captured and deployed:
  - AlmaLinux, CentOS, RedHat, and Rocky Linux: LVM and XFS file systems
  - Debian and Ubuntu: single Ext4 partition contains the entire OS
- Disable the swap file. For example, on AlmaLinux, CentOS, RedHat, and Rocky Linux, use the `swapoff -a` command.
- Ensure that the operating systems use the following volume group names. Provision can only deploy images with these volume group names.
  - RedHat: `rhel`
  - CentOS: `cl`
  - AlmaLinux: `almalinux`
  - Rocky Linux: `rl`

After you configure your Linux OS, you can use Provision to capture the OS into an image file.



Ensure that the capture image disk size is at least 55 GB.

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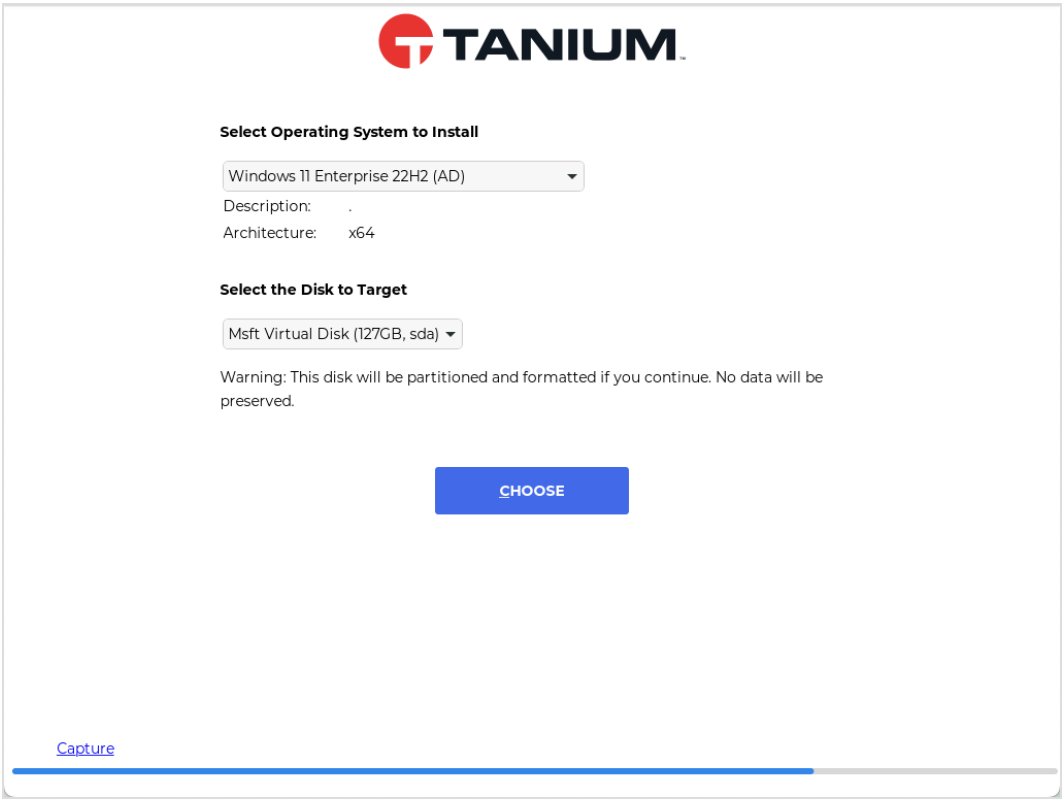
1. Boot the computer, using either the media or PXE options, into the Tanium Provision boot image.
2. After connecting to a network, click **Capture**.



3. Enter a **File name** with a .fsa file extension.
4. Enter the **UNC (SMB/CIFS) path** where you want the image file to be created.

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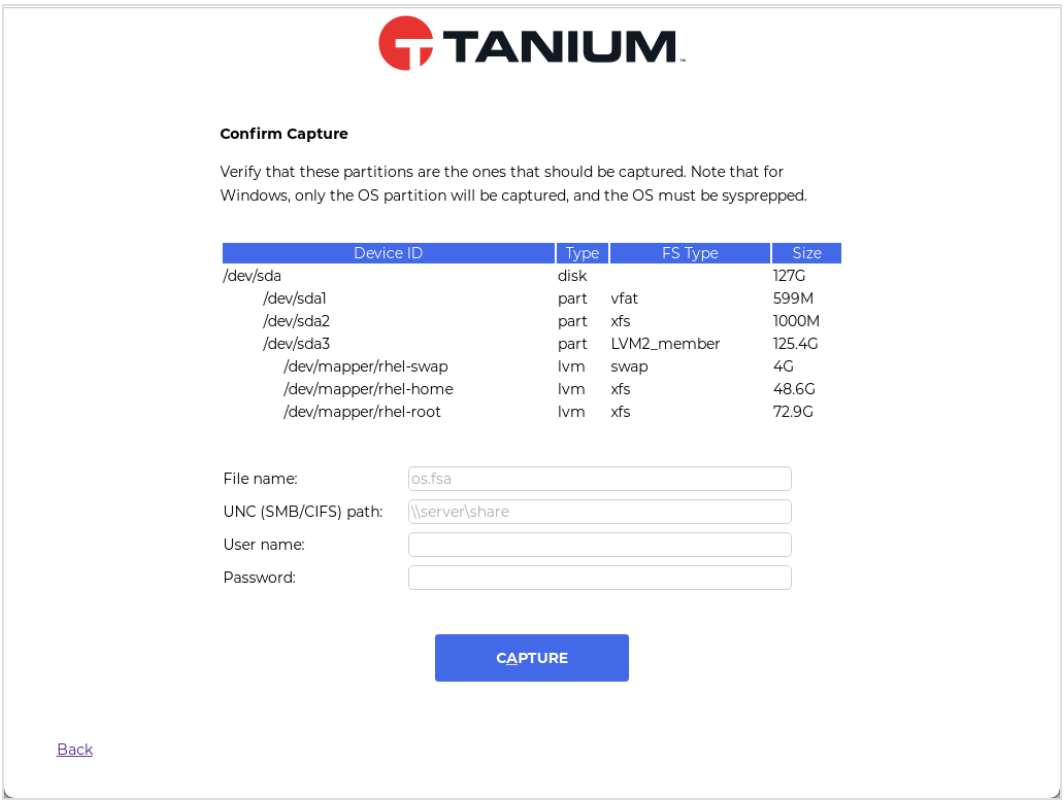
5. Enter the **User name** and **Password** credentials to establish a connection with the SMB path and then click **CAPTURE**.



6. After the capture process completes, you can reboot the computer back into the OS, which is not modified during the capture process.

Create a Linux OS bundle

To specify the details of the OS that you want to deploy, create a Linux OS bundle. Provision OS bundles can contain up to 100 total files, including the OS image, cloud-init files, installation files, and custom scripts.

1. From the Main menu, go to **Modules > Provision > OS Bundles** and then click **Create Bundle**.

   TIP You can also click **Create OS Bundle** from the **Quick Links** section of the Provision **Overview** page.

2. In the **Details** section, provide identifying details for the bundle.
   a. Enter a name and optional description.
   b. For **Platform**, select **Linux**.
   c. Select an **Operating System** and **Architecture**.

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3. In the **Files** section, add required or optional files.
    a. In the **OS Image FSA** section, click **Browse for File** to select the FSA file that you previously created in Capture a Linux OS image on page 50.
    b. In the **Cloud-init** section, click **Browse for File** to select the cloud-init file that you previously prepared in Before you begin: Linux on page 42.
    c. In the **Tanium Client Installation Files** section, click **Browse for File** to select the ZIP file that you previously downloaded from Tanium Client Management.
    d. (Optional) For **Script and Other Files**, click **Browse for File** to select the custom ZIP file that you previously created in Include custom scripts on page 102.
4. (Optional) In the **Key Value Entries** section, click **Add Key Value Pair** to add key value pairs. For more information about the available key value pairs, see Provision key value pair options on page 95.
5. Click **Save**.

Depending on connection speeds, uploading this content could take some time. After the upload is complete, it can take several more minutes before the OS bundle is available to use.

Manage OS bundles

You can manage OS bundles from the Provision **OS Bundles** page. From the Main menu, go to **Modules > Provision > OS Bundles**.

Edit an OS bundle

To edit an OS bundle, select a bundle and then click Edit.

View OS bundle details

To view OS bundle details on the **OS Bundles** page, click Additional Data next to the OS bundle.

Additionally, you can download any of the bundle files from this view by clicking Download next to available file names.

> NOTE
> Until the bundle has a Ready status, the download icon is grayed out and inactive. You can view the status of a bundle from the **OS Bundles** page.

Clone an OS bundle

To make a copy of an existing OS bundle, select an OS bundle, click More, and then click **Duplicate**. The OS bundle name is automatically prepended with `Clone:`, but you can make any changes before you click **Save**.

Delete an OS bundle

To delete an OS bundle, select one or more OS bundles and click Delete.

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NOTE

You cannot delete the last OS bundle that is assigned to a Provision endpoint.

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Provisioning endpoints

Create a Provision Endpoint to designate an endpoint to run the following Provision services:

- PXE boot services
- Content caching
- Offline domain join services

The TaniumPXE service on Provision Endpoints provide these functions during provisioning processes. You can deploy the TaniumPXE service to Windows, Windows Server, macOS, and Linux endpoints.



Deploy the TaniumPXE service on trusted networks where measures are implemented to prevent unauthorized access to booting machines and the TaniumPXE server.



If you need to provision bare-metal endpoints over the Internet without direct line-of-sight connectivity to your corporate network, see Provisioning devices over the internet with Azure.

Before you begin

If the Provision Endpoint is peered with other Tanium Clients and you enable the Use Tanium Client to download content to Tanium PXE setting, deploying large OS bundles to the Provision Endpoint can cause excessive local area network traffic and result in other Tanium downloads taking significantly longer for peers. To minimize this impact, add the Tanium Client IP address of the Provision Endpoint to the **Isolated Subnets** list. For more information, see Tanium Client Management User Guide: Configure isolated subnets and Tanium Client Management User Guide: Configuring Tanium Client peering.

Create a Provision Endpoint

1. Configure PXE settings on page 32 if needed.
2.

   You can also click **Create Provision Endpoint** from the **Quick Links** section of the Provision **Overview** page.
3. In the **Satellite Endpoints** section, select one or more satellites or click **Create Satellite** to create one in Direct Connect. For more information, see Tanium Direct Connect User Guide: Create satellites.

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4. In the **Features** section, select the features to apply to the Provision Endpoint.

    - **Preboot Execution Environment (PXE)**: Configures the Tanium PXE Service on this endpoint to respond to PXE and HTTP(s) boot requests and host PXE and HTTP(s) boot files.
    - **Content Caching**: Configures the Provision Endpoint to download and host OS Bundle files for the bundles distributed to this endpoint. This option is automatically selected when Preboot Execution Environment (PXE) is selected. For more information about content caching, including how to prestage content to reduce bandwidth usage, see Cache OS bundle content on page 105.

      NOTE

      You can create a Provision Endpoint with only Content Caching selected (and **PXE** cleared), but content caching by itself is useful only when a Provision Endpoint is located in a cloud-hosted environment or a DMZ (edge endpoint) where you need access to the content but are not able to PXE boot. Content Caching without PXE is also useful if you only want to use bootable media (USB/ISO).

5. In the **OS Bundles** section, select one or more OS bundles and then click **Save and Deploy Now**.

The required TaniumPXE service and related files are deployed automatically using Tanium Endpoint Configuration.

NOTE

This process can take several minutes. The **Provision Endpoints** page is updated when the process is complete.

After you create and deploy a Provision endpoint, you can boot endpoints on that network segment from a PXE network. The deployed Tanium PXE service detects the PXE boot request and responds with the required information.

NOTE

If you have more than one PXE server in the same local network, the first PXE server to respond to the PXE boot request might not be the expected Tanium PXE service. For more information, see Error: PXE boot does not boot to the Tanium PXE service on page 87.

Initiate PXE network boot

To initiate the PXE network boot process, select one or more keys during the device power-on sequence, which vary by manufacturer. For example, on a Lenovo device, you must select the **Enter** key and then **F12** to get to a boot menu where you can choose the PXE boot (IPv4) option.

After a PXE response is sent, a Grand Unified Bootloader (GRUB) loader screen displays for a few seconds before the Linux boot environment is downloaded and boots. After it initializes, the deployment wizard prompts you to begin the provisioning process.

(Optional) Wipe the drive

You can optionally wipe the drive during a PXE boot and either shut down or display a summary screen when the wipe is completed.

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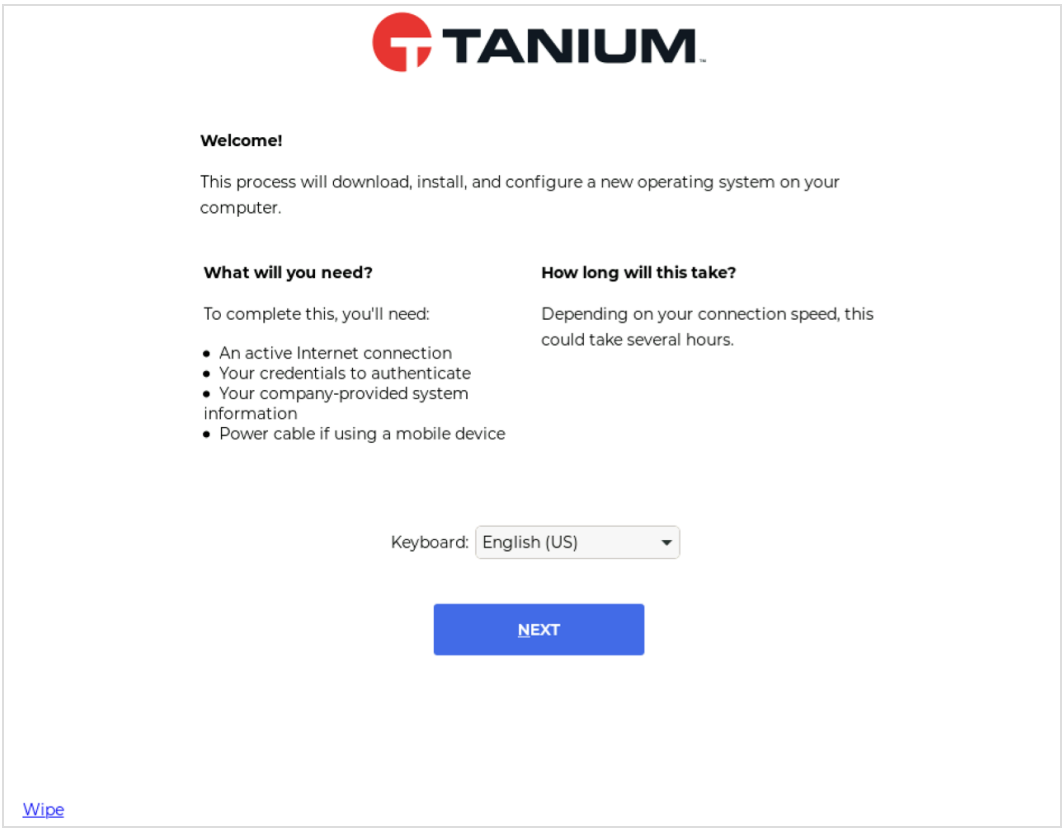
1. From the boot menu, click **Wipe**.



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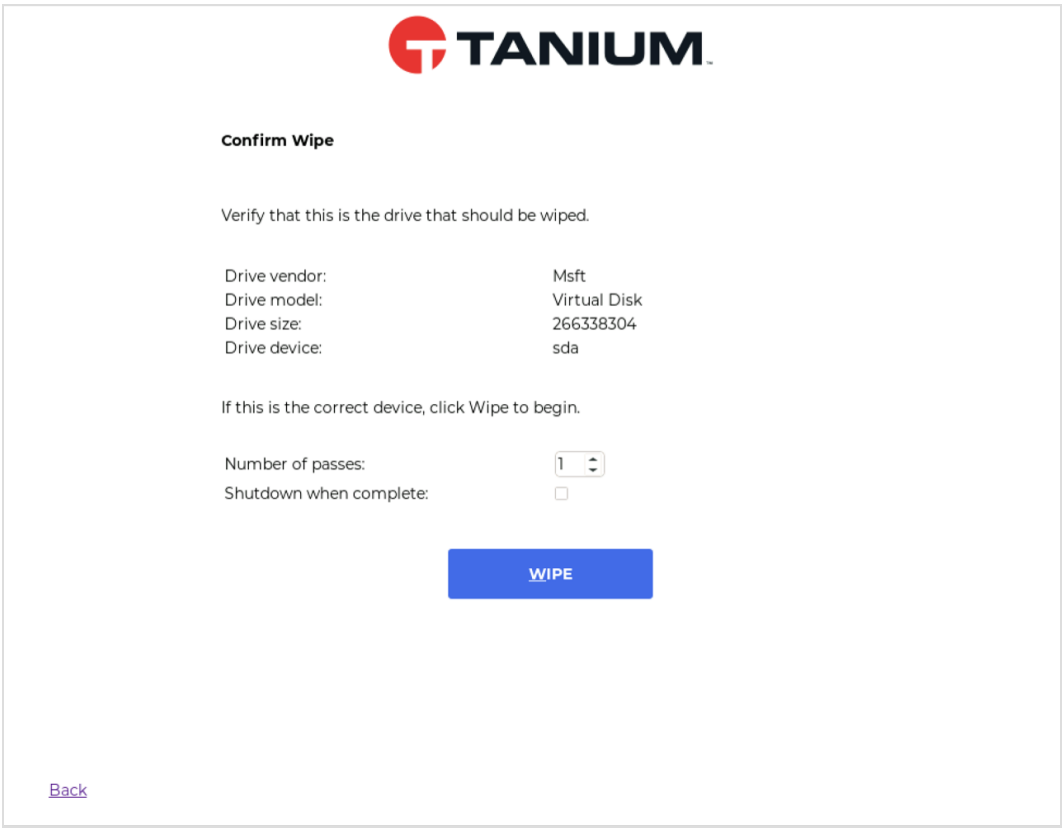
2. Select the number of passes. You can configure 1-25 passes.



3. To shut down the system after the wipe is complete, select the **Shutdown when complete** option.

> NOTE
>
> To display a summary screen after the wipe is complete, do not select this option.

(Optional) Configure DHCP scope options

> BEST PRACTICE
>
> If you need to specify DHCP scope options, use DHCP/BOOTP helpers to ensure that the DHCP and PXE requests are forwarded to the Tanium PXE computer or network segment.

If the Provision endpoint is on a different subnet than the devices that need to be provisioned, configure DHCP relays (such as IP Helpers on Cisco routers/switches). If DHCP relays do not work or are unavailable, then configure DHCP scope options.

For DHCP scope options, you need to configure options 66 and 67. The following table identifies the values for options 66 and 67 based on the boot type and client architecture.

> IMPORTANT
>
> Additional, complex DHCP server configuration might be required to support all possible clients.

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Boot type	Client architecture	Option 66	Option 67
PXE boot	64-bit Intel/AMD Legacy BIOS	*<Provision-endpoint-IP-address>*	lpxelinux.0
	64-bit Intel/AMD EFI	*<Provision-endpoint-IP-address>*	shimx64.efi
	64-bit ARM EFI	*<Provision-endpoint-IP-address>*	shimaa64.efi
HTTP boot	64-bit Intel/AMD EFI	Not applicable	http://*<Provision-endpoint-IP-address>*:*<HTTP-caching-port>*/cache/default/shimx64.efi
	64-bit ARM EFI	Not applicable	http://*<Provision-endpoint-IP-address>*:*<HTTP-caching-port>*/cache/default/shimaa64.efi

For example, a Provision endpoint has an IP address of 1.2.3.4 and uses the default port settings. You configure options 66 and 67 with the following values. The DHCP server evaluates the `Client Class` and `Client Architecture Numeric Value` attributes, which are part of the DHCP Request, to determine the appropriate option 66 and 67 values to use.

Boot type	Client architecture	Client Class	Client Architecture Numeric Value	Option 66	Option 67
PXE boot	64-bit Intel/AMD Legacy BIOS	PXEClient	0x00 (0)	1.2.3.4	lpxelinux.0
	64-bit Intel/AMD EFI	PXEClient	0x07 (7)	1.2.3.4	shimx64.efi
	64-bit ARM EFI	PXEClient	0x0b (11)	1.2.3.4	shimaa64.efi
HTTP boot	64-bit Intel/AMD EFI	HTTPClient	0x07 (7)	Not applicable	http://1.2.3.4:17519/cache/default/shimx64.efi
	64-bit ARM EFI	HTTPClient	0x0b (11)	Not applicable	http://1.2.3.4:17519/cache/default/shimaa64.efi

Different DHCP servers have different ways to specify DHCP scope options that vary based on client attributes. To implement these settings, see the documentation of your DHCP server software. If DHCP relays are used to forward DHCP discover packets to the Provision endpoint, the Provision endpoint automatically responds with the correct option 66 and 67 values for the type of client making the DHCP request.

Create bootable USB media for deployments

To create bootable USB media for Unified Extensible Firmware Interface (UEFI) devices, use the `USBKey.ps1` script that you previously extracted from the `utility.zip` file in Download provided files for Provision on page 43.

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IMPORTANT

Make sure that your USB media is at least 1 GB in size.

IMPORTANT

Ensure that you install both the Windows ADK and WinPE add-on to the computer that you are using to create the bootable USB media. For more information, see Before you begin: Windows on page 40.

1. Open a command prompt and navigate to the folder that contains the `USBKey.ps1` script, such as `C:\Users\Administrator\Documents\utility\USBKey`.
2. Run the `USBKey.ps1` script and include any of the necessary parameters:

   ExecutionPolicy

   The Powershell execution policy. Always use `Bypass`.

   TPXEHost

   The Tanium Provision Endpoint that downloads the content onto the USB key and the server that the endpoint (booting from the USB key) contacts during the boot process.

   AnchorHost

   The Tanium Provision Endpoint that the endpoint (booting from the USB key) contacts during the boot process. For example, you might specify an AnchorHost parameter when you are building a USB key for a remote site.

   - If you do not specify the `AnchorHost` parameter, the `TPXEHost` parameter value is used for both downloading content and contact during the boot process.
   - To allow provisioning without a network connection, use the value `127.0.0.1`.

   Bundles

   A comma-delimited list of BundleIDs to include in the boot media. For more information about how to find BundleIDs, see View OS bundle details.

   Destination

   The location where to write the content to the USB key.

   Here are some example commands for different scenarios:

   - If you want to get the USB content from the Tanium PXE server at the specified IP address and write that content to the USB key at the specified drive, run the script with the `-TPXEHost` and `-Destination` parameters:

     ```
     Powershell.exe -ExecutionPolicy Bypass .\USBKey.ps1 -TPXEHost 10.1.2.3 -
     Destination D:
     ```

   - If you want to get the USB content from the Tanium PXE server at the specified IP address and write that content to the ISO at the specified drive, run the script with the `-TPXEHost` and `-Destination` parameters and specify the ISO file name:

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```
Powershell.exe -ExecutionPolicy Bypass .\USBKey.ps1 -TPXEHost 10.1.2.3 -
Destination D:\Media.iso
```

- If you want to get the USB content from the Tanium PXE server at the specified IP address, but configure the USB key to pull the content from an alternate IP address during the boot process, run the script with the `-TPXEHost`, `-AnchorHost`, and `-Destination` parameters:

  ```
  Powershell.exe -ExecutionPolicy Bypass .\USBKey.ps1 -TPXEHost 10.1.2.3 -
  AnchorHost 10.1.5.1 -Destination D:
  ```

- If you want to specify the bundles to include on the USB media to allow provisioning without network access to a Tanium PXE server, run the script with the `-TPXEHost`, `-AnchorHost 127.0.0.1`, `-Destination`, and `-Bundles` parameters.

  ```
  Powershell.exe -ExecutionPolicy Bypass .\USBKey.ps1 -TPXEHost 10.1.2.3 -
  AnchorHost 127.0.0.1 -Destination D: -Bundles 1,2,3
  ```

  IMPORTANT

  USB media created from an ISO file (instead of directly created by the `USBKey.ps1` script) does not function without network access to a Tanium PXE server. The `-Bundles` parameter copies the OS bundle content to the ISO, but the content is not accessible in the boot environment.

  IMPORTANT

  For isolated endpoints without network connectivity, using OS bundles that include an **ODJService** or **AdminPassword** setting is not supported. For more information, see Troubleshooting: Bootable media hangs with [ERR_INVALID_URL] log message.

- If you want to specify the bundles to include on the USB media, and the bundles include the **ODJService** or **AdminPassword** setting, run the script with the `-TPXEHost`, `-AnchorHost`, `-Destination`, and `-Bundles` parameters.

  ```
  Powershell.exe -ExecutionPolicy Bypass .\USBKey.ps1 -TPXEHost 10.1.2.3 -
  AnchorHost 10.1.5.1 -Destination D: -Bundles 1,2,3
  ```

  NOTE

  Ensure that you provide a reachable `AnchorHost`.

3. The script reformats and labels the USB key with a default label of PROVISION and then downloads the required boot files from the specified PXE server. After the script finishes, eject the USB device and use it to boot a physical device.

To boot the device from USB media, you must select one or more keys during the device power-on sequence, which varies by manufacturer. For example, on a Lenovo device, you must select the **Enter** key and then **F12** to get to a boot menu where you can choose the USB key.

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Refresh an existing operating system

To refresh an existing operating system, including user state migration, create an OS refresh deployment.

> **NOTE** Linux OS bundles can be used to perform bare-metal Linux provisioning or to refresh Windows endpoints to Linux. Refreshing a Linux endpoint with a Linux OS bundle is not supported.

> **NOTE** (Windows) During the OS refresh process, BitLocker is suspended to allow the refresh to complete successfully. Provision does not create new BitLocker key protectors or escrow recovery keys. As a result, BitLocker remains suspended after the OS refresh.

1. Create an OS bundle if needed.
2. From the Main menu, go to **Modules > Provision > OS Refresh Deployments** and then click **Create OS Refresh Deployment**.

   > **TIP** You can also click **Create OS Refresh Deployment** from the **Quick Links** section of the Provision **Overview** page.

3. In the **Deployment Overview** section, enter a name and optional description.
4. In the **Deployment Details** section, configure the following details.
   a. **Software to Deploy**: Select a bundle that does not use prompts. OS refresh deployments do not support prompts.
   b. **Select Targets**: Define the targeting criteria: computer groups, filter question, or computer names.
   c. **Deployment Type:** Select the deployment frequency.
      - **One-Time**: Run the OS refresh deployment one time during the period for the targeted endpoints. If an OS refresh fails, the deployment does not retry.
      - **Ongoing**: Continues to evaluate endpoints and runs the OS refresh deployment as needed. For example, when a new endpoint joins the targeted group, the deployment runs on the new endpoint. If OS refresh fails, the deployment is reissued after approximately 3 hours plus the **Distribute Over Time** interval.

   d. **Start Time**: Set the time to start the deployment on the endpoint.
   e. **End Time**: Set the latest time that the deployment can start.
   f. **Time Zone**: Select whether to follow endpoint local time or a UTC offset.
   g. **Distribute Over Time**: Enable to randomize the deployment start time on each endpoint by an amount of time up to the value configured.

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5. Click **Preview To Continue**, review the **Deployment Preview** details, and then click **Deploy**.

   TIP You can also create a deployment from the **OS Bundles** page by selecting an OS bundle, clicking More, and then clicking **Deploy to Existing Endpoints**.

6. (Windows) Re-enable BitLocker where required. Use your organization's BitLocker management solution to restore disk encryption and ensure recovery keys are properly escrowed. If you use Tanium Enforce to manage BitLocker, see Tanium Enforce User Guide.

To edit an OS refresh deployment, select a deployment and then click Edit.

Monitor a deployment

You can monitor deployments from either the **OS Refresh Deployments** page or with the **Tanium Provision - Deployment Progress** sensor.

Monitor deployment progress on endpoints

1. From the Main menu, go to **Modules > Provision > OS Refresh Deployments**.
2. To view deployment progress, choose one of the following options.
   a. (Optional) To view the **Deployment Progress on Endpoints**, click Expand next to a deployment.
   b. (Optional) To view additional **Status** and **Deployment Details**, click the name of a deployment.

   TIP You can also click each of the **Running**, **Complete**, or **Failed** statuses to view additional details in Interact.

Monitor in-progress deployments from the Tanium PXE server

To monitor in-progress deployments and deployments that completed in the last 48 hours, ask the following question in Interact:

```
Get Tanium Provision - Deployment Progress?maxAge=50 from all machines with
Tanium Provision - Deployment Progress:Source equals Tanium PXE
```

View historical deployment information from deployed clients

To see historical information on clients that were deployed by Provision, ask the following question in Interact:

```
Get Tanium Provision - Deployment Progress?maxAge=50 from all machines with
Tanium Provision - Deployment Progress:Source equals Client
```

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View Provision Endpoint details

You can view Provision Endpoint details.

1. From the Main menu, go to **Modules > Provision > Provision Endpoints**.
2. On the **Provision Endpoints** page, click Additional Data  next to the endpoint.

Remove the TaniumPXE service from endpoints

1. From the Main menu, go to **Modules > Provision >Provision Endpoints**.
2. Select one or more endpoints and then click Delete  .

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Using a custom certificate for Tanium ODJ and Tanium PXE

By default, the Tanium PXE service creates and uses a self-signed certificate for HTTPS (TLS) communication. Because these self-signed certificates are not trusted by client devices, TLS-related errors are ignored. If you cannot ignore these TLS-related errors, the self-signed certificates could be added to the “Trusted Root Authorities” for the machine (for Windows, or the equivalent on MacOS or Linux).

As an alternative, Tanium PXE can support the use of a customer-supplied certificate. This certificate must be provided as two files: a .PEM file that contains the certificate itself and a .KEY file that contains the private key for that certificate.

Although you can create a certificate in this format using multiple mechanisms, the following instructions use Active Directory Certificate Services.

Create a certificate template

Because Tanium PXE is effectively a web server, it makes sense to use a web server-based certificate template as a starting point. Because this certificate must be configured with the IP address of the computer, as a subject alternative name (SAN), and to allow exporting the private key of the certificate, a new template must be created. For more information on how to duplicate a certificate template, see Microsoft Documentation: Configure the Workstation Authentication Certificate Template.

After duplicating the Web Server template, make the following changes to the new template.

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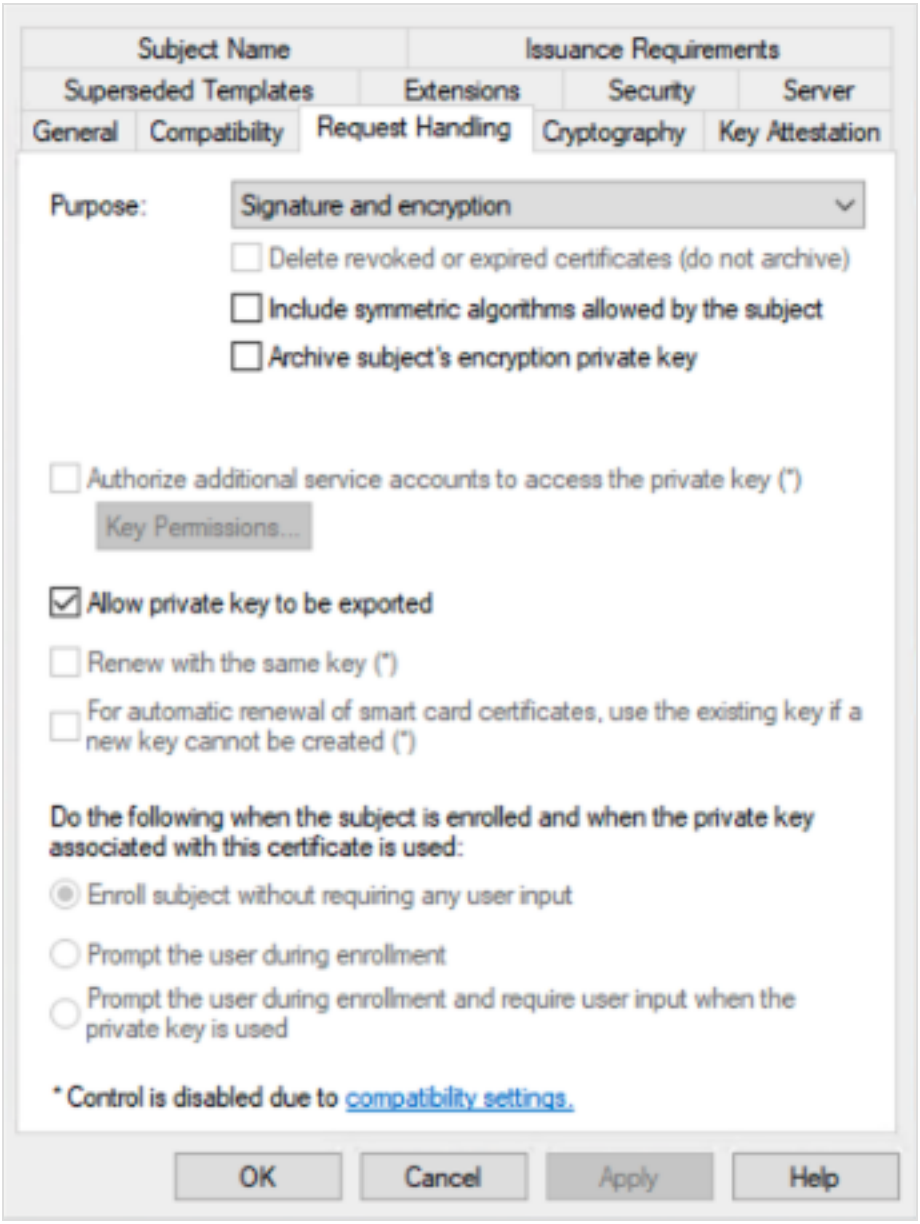
1. On the **General** tab, enter a unique name for **Template display name**.
2. On the **Request Handling** tab, select **Allow private key to be exported** to allow the private key to be exported.



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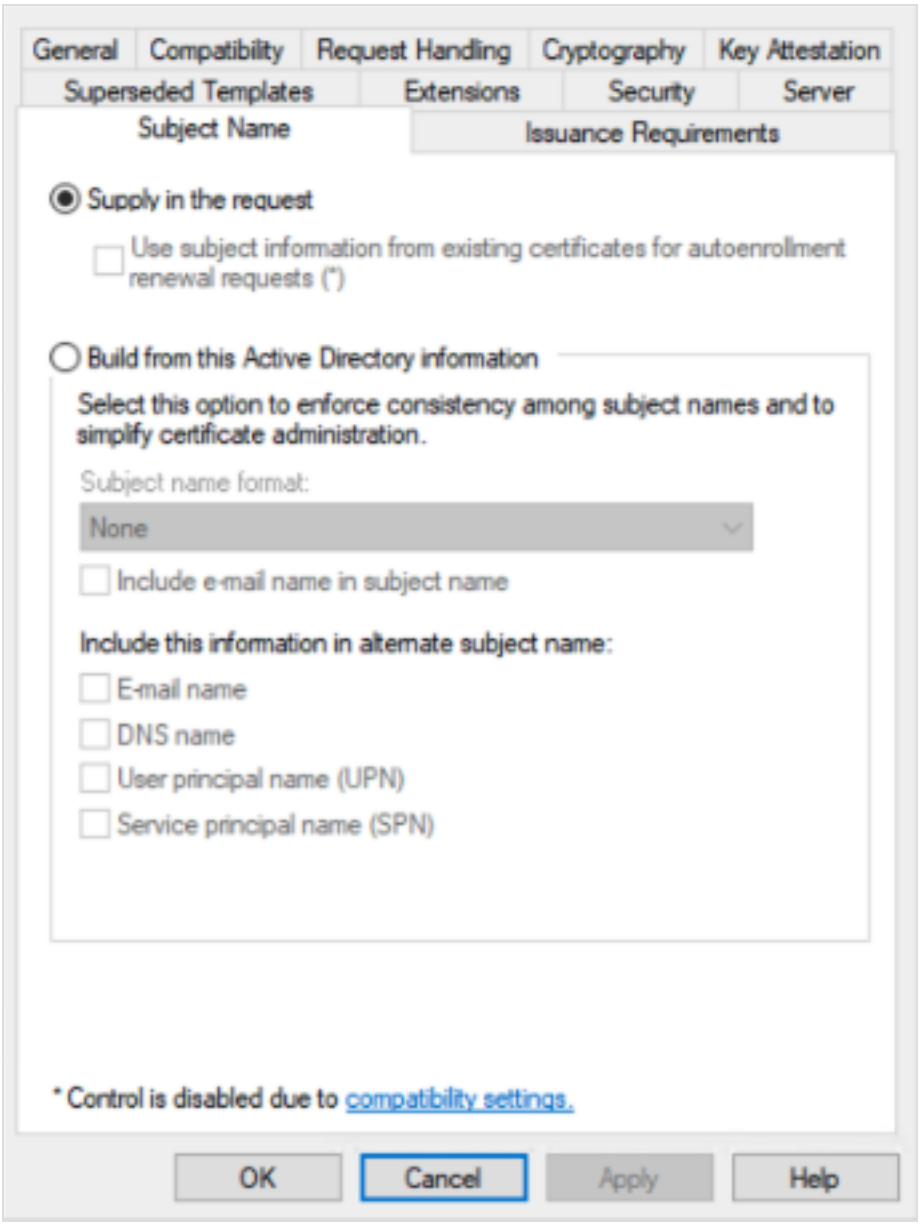
3. On the **Subject Name** tab, select **Supply in the request** to specify that the information can be provided in the request.



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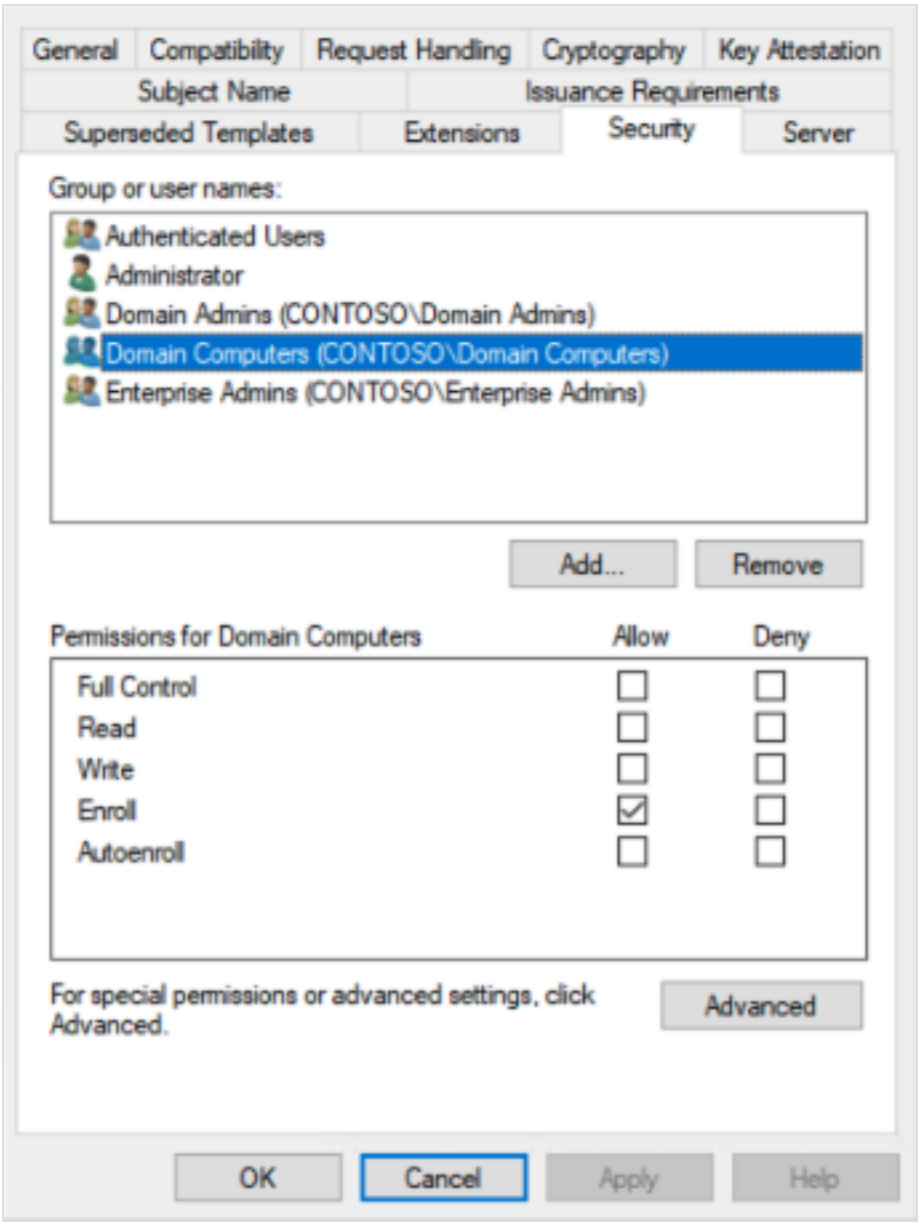
4. On the **Security** tab, select **Allow** to grant **Enroll** access to the appropriate set of computers, such as a group that contains the computer accounts for the endpoints that run the Tanium PXE service.



5. Click **OK** and close the Certificate Templates MMC.

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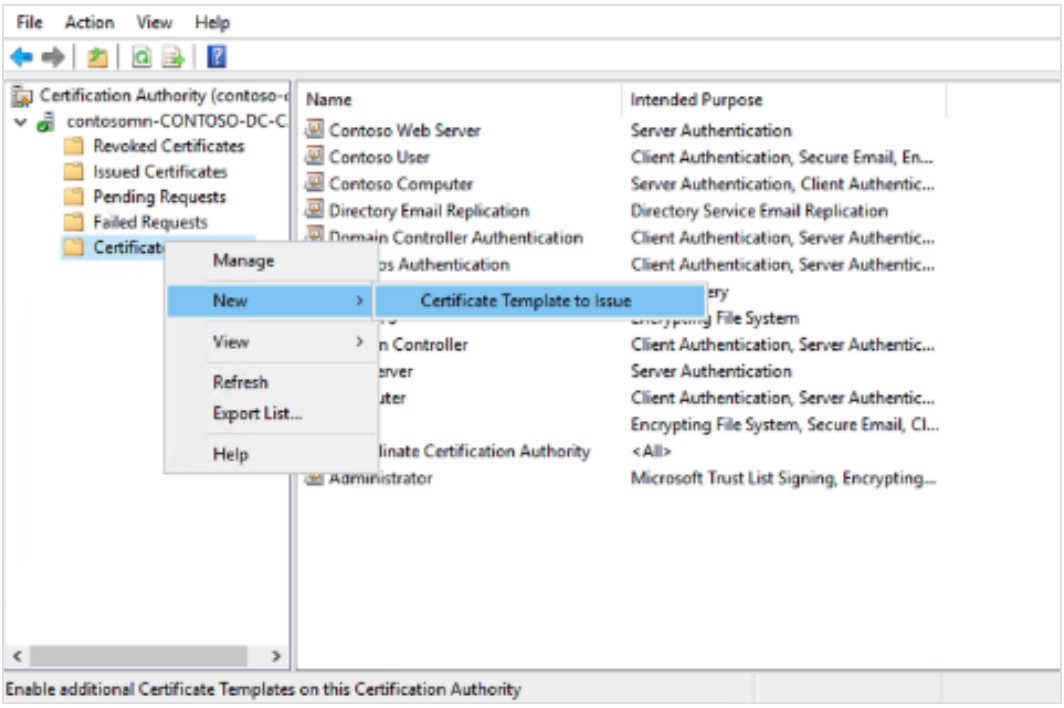
6. In the Certificate Authority MMC, right-click **Certificate Templates** and click **New > Certificate Template to issue** to publish the new certificate template to Active Directory.



Create the certificate

On the computer where you want to use the new certificate, follow these steps to create the certificate.

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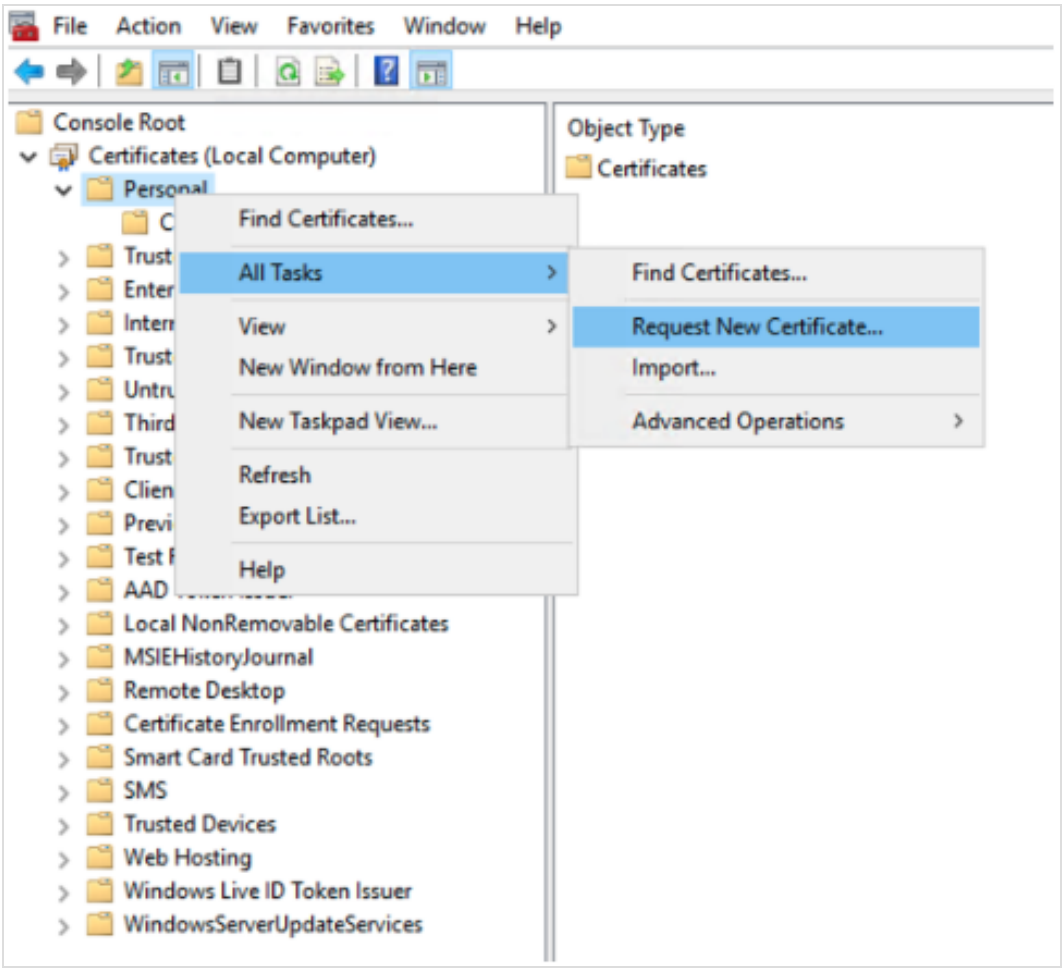
1. Open the Certificates MMC for the computer, right-click **Personal** and click **All Tasks > Request New Certificate...** to open the certificate properties.



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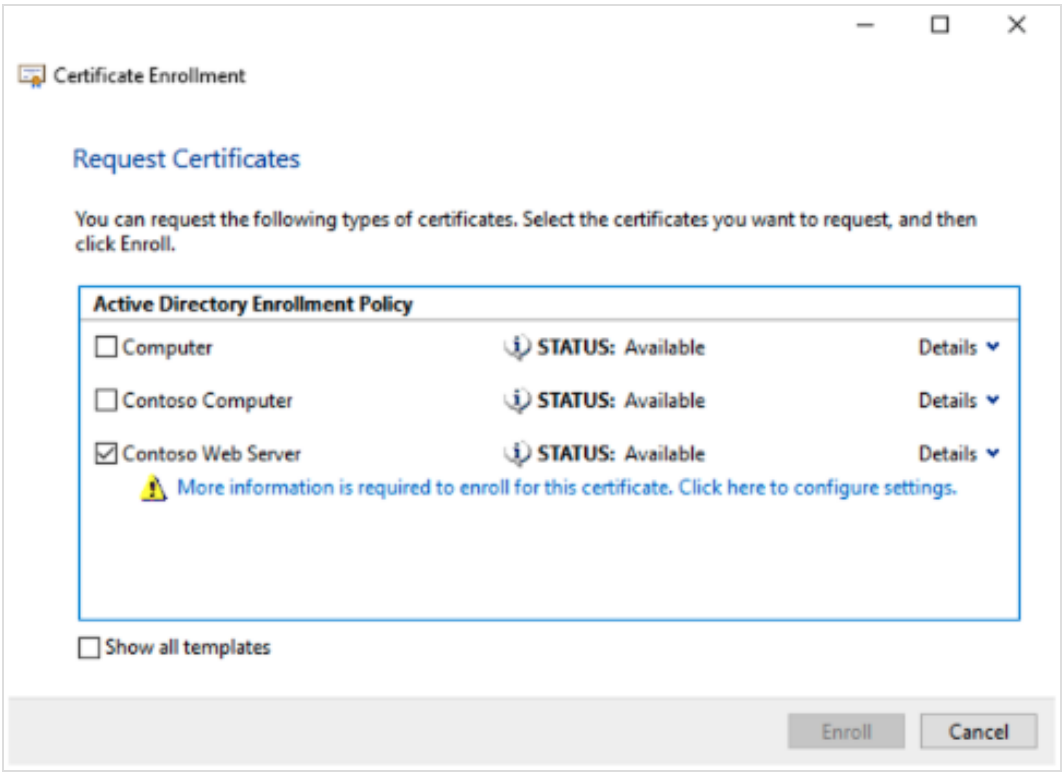
2. Select the new template that you previously created and then click the **Click here to configure settings** link.



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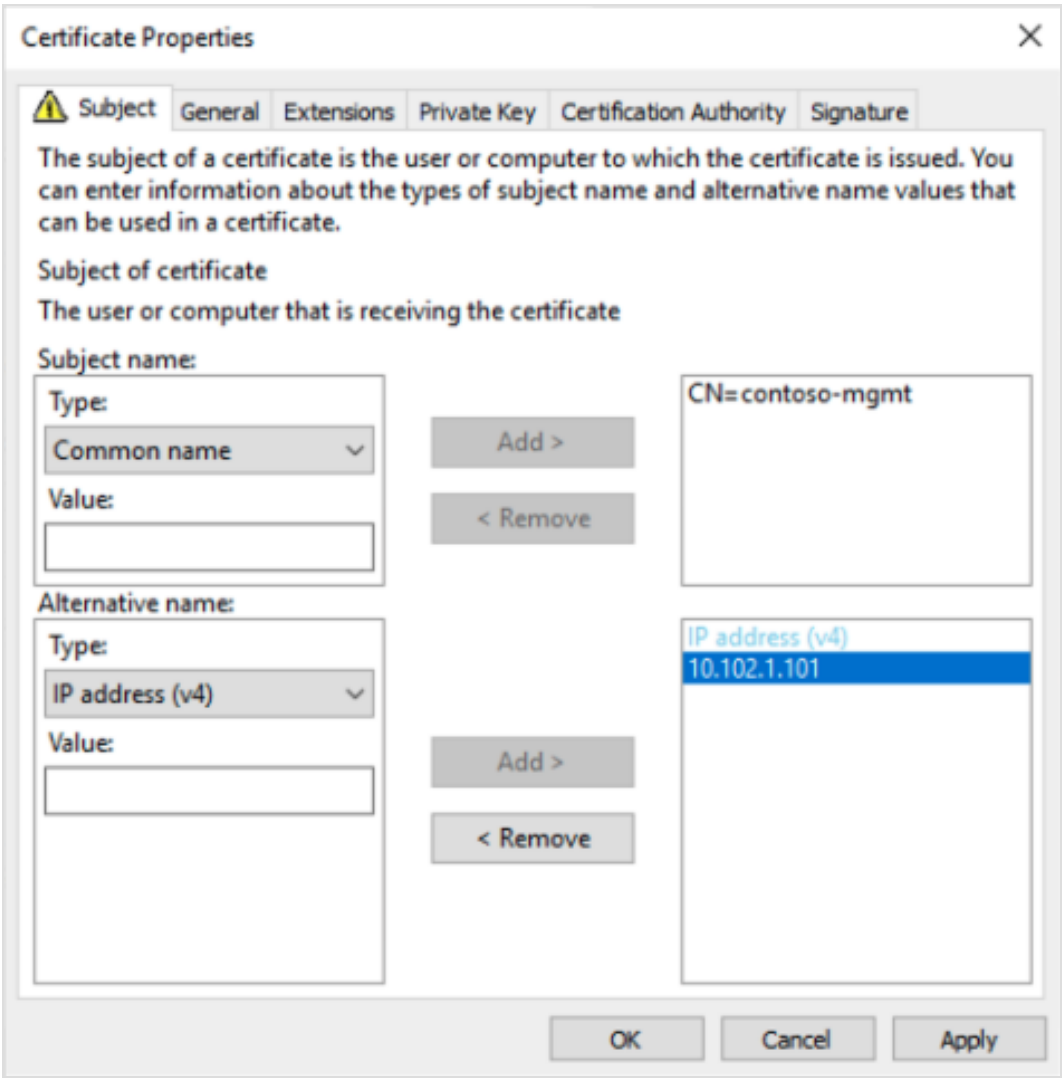
3. In the **Subject** tab, enter a common name and IPv4 alternative name and then click **OK** and then **Enroll** to create the certificate.



4. Verify that the certificate was created and includes the IP address information.

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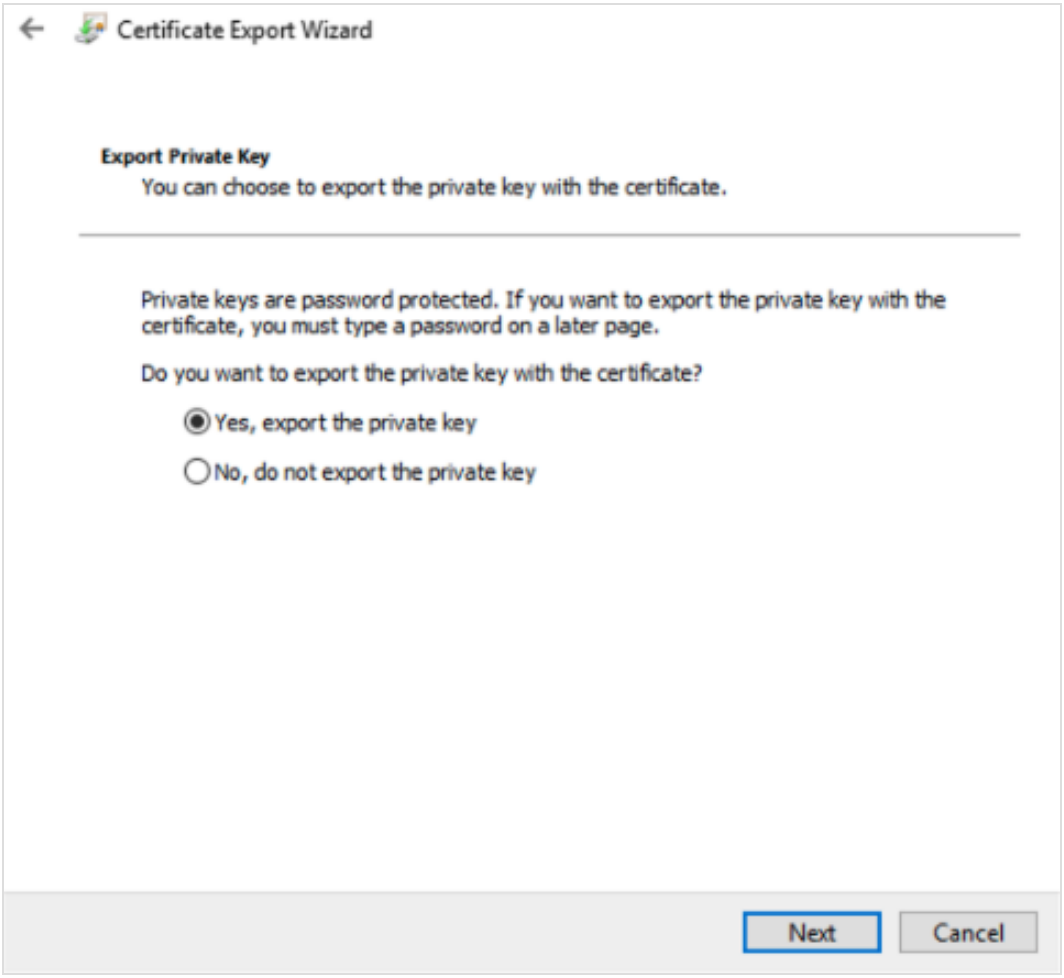
Export the certificate

1. Right-click the certificate and click **All Tasks > Export...** to open the Certificate Export Wizard.
2. Select **Yes, export the private key** and then click **Next**.



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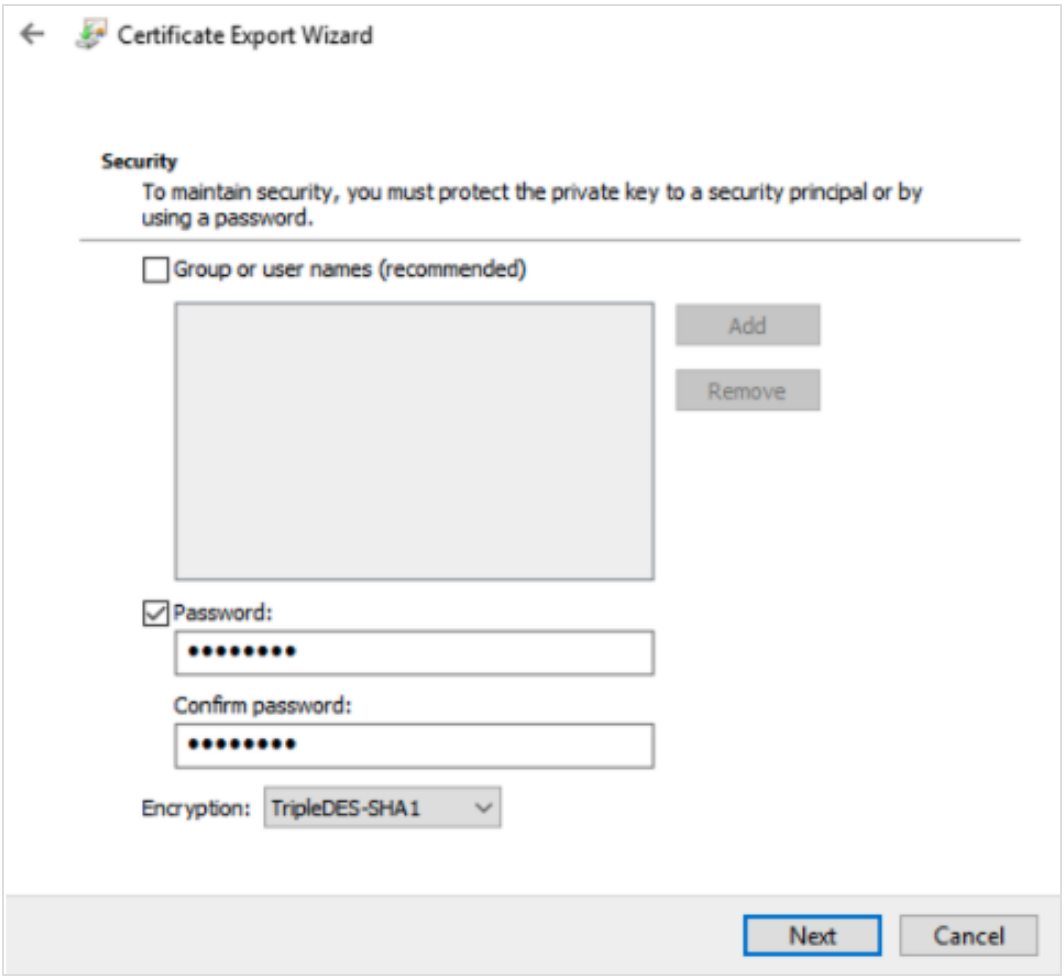
3. Select **Password:** to password-protect the exported certificate, enter a password, and then click **Next**.



4. Specify a name for the exported certificate, such as `TaniumTLS.pfx`.

Convert the certificate

The Tanium PXE service requires a certificate in the PEM format, with the certificate and private key stored in separate files. You can download and use the open-source `openssl` utility.

1. Open a command prompt, enter the following command to convert the certificate, and enter the password that was provided in Export the certificate on page 73.

```
openssl pkcs12 -in TaniumTLS.pfx -clcerts -nokeys -out TPXE.cer
```

2. Enter the following command to export the private key and enter the password.

```
openssl pkcs12 -in TaniumTLS.pfx -nocerts -nodes -out TPXE.key
```

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3. Use Notepad or another text editor to edit the `TPXE.pem` and `TPXE.key` files as follows.
    a. Remove the lines prior to `-----BEGIN CERTIFICATE-----` from the `TPXE.pem` file and then save the changes.
    b. Remove the lines prior to `-----BEGIN PRIVATE KEY-----` from the `TPXE.key` file and then save the changes.

Copy the certificate

After the certificate is converted, copy the `TPXE.cer` and `TPXE.key` files to `<Tanium Client>\Tools\Provision\cert`.

Restart the service

After the certificate and key files are copied to `<Tanium Client>\Tools\Provision\cert`, restart the Tanium PXE service to use the new certificates. Validate that the certificates are being used by accessing the following web sites using a browser:

- `https://<your_PXE_Server>:<your_PXE_port>/` (Example: `https://10.102.1.101:17530/`)
  This request returns `404 page not found` with no server certificate errors.
- `https://<your_ODJ_Server>:<your_ODJ_port>/` (Example: `https://10.102.1.101:8100/`)
  This request returns `Invalid request` with no server certificate errors.

The HTTPS/TLS cache port for PXE and client port for ODJ are configurable in the Provision Settings. For more information, see Configure PXE settings on page 32 and Configuring Provision on page 29.

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Retiring and locking devices



Device retirement actions are supported on Windows endpoints only.

If a Windows endpoint is lost or stolen, you can use device retirement actions to:

- lock the endpoint
- unlock the previously locked endpoint
- delete non-essential files on the endpoint
- force a BitLocker key recovery on the endpoint

You can deploy device retirement actions on endpoints managed using Tanium Client, including unknown endpoints. Unknown endpoints can occur if a computer is imaged and sent to a user from the computer vendor, but that computer is lost in transit. The Tanium Client is installed on the unknown endpoint, but not reporting into the Tanium Server.

Overview

You can create device retirement action types in Provision and then deploy the actions from the **Endpoint Details** page in Tanium Reporting or the **Device Retirement** page in Provision. When you deploy a device retirement action on an endpoint, actions taken on the endpoint are logged for auditing.



To deploy an action through the **Endpoint Details** page in Tanium Reporting, the endpoint must be online.

Device retirement actions

You can configure the following retirement actions for an action type:

- **User Lockout**: Locks the endpoint by revoking user rights and signing off all user sessions, which prevents any users from accessing the endpoint and reboots the endpoint to close open programs. Cannot be paired with the **Unlock User** action in an action type.
- **Unlock User**: Unlocks an endpoint where the **User Lockout** action was previously deployed. Cannot be paired with any of the other actions.
- **Delete all non-essential files**: Takes ownership of the endpoint and gains permission for all files possible by signing off all user sessions, setting the power policy to never sleep and never turn off the display, and deleting all volume shadow copies. Also deletes all user profiles, deletes all files that are not open, but does not delete any files in the `C:\windows\` and `%ProgramFiles%\Tanium\` folders, and overwrites unallocated space.

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NOTE

If this action is successful on an endpoint, you cannot collect a bundle of logs and other artifacts, sometimes referred to as an Endpoint Must Gather (EMG). If you want to reuse the endpoint, you must reimage it.

- **BitLocker Freeze**: Forces a BitLocker key recovery. If a user manually unfreezes after a BitLocker freeze action, Tanium Enforce immediately rotates the key and requires the user to provide a new key the next time the user signs in if a BitLocker policy is configured. For more information about creating BitLocker policies, see Tanium Enforce User Guide: Create a BitLocker policy.

BEST PRACTICE

For optimal performance:

- When you select **Delete all non-essential files**, also select **User Lockout** and **BitLocker Freeze**.
- When you select **BitLocker Freeze**, also select **User Lockout**.

Before you begin

- Tanium Reporting is required.
- To view existing retirement actions and audit logs, you must have the **Provision Device Retirement Viewer** role.
- To create and modify device retirement actions, you must have the **Provision Device Retirement Administrator** or **Provision Device Retirement User** role.
    - To deploy retirement actions to ***known*** endpoints, you must have the **Provision Device Retirement Administrator** or **Provision Device Retirement User** role.
    - To deploy retirement actions to ***unknown*** endpoints, you must have the **Provision Device Retirement Administrator** role and unrestricted management rights. For more information about assigning unrestricted management rights, see Manage computer group assignments for a user or Manage computer group assignments for a persona.
- The Windows endpoint that you want to manage must be a member of the configured Tanium Provision action group.

Manage device retirement action types

Add an action type

Create new action types that you can deploy from the **Endpoint Details** or **Device Retirement** pages. For a description of the available actions, see Device retirement actions on page 76.

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1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click the **Device Retirement** tab.
2. Click **Add Action Type** and then enter a **Name** and optional **Description** for the retirement action type.
3. Select the **Retirement Actions** for the action type:
    - **User Lockout** (cannot be paired with **Unlock User**)
    - **Unlock User** (cannot be paired with any of the other actions)
    - **Delete all non-essential files**
    - **BitLocker Freeze** (must enter **Pre-Boot Recovery Message**)
4. (Optional) Select **Use action prompts** to prompt the user who deploys the action for additional information. If you enable this option, select the information that you want the user who deploys the action to provide:
    - **Requested By**
    - **Ticket Number**
    - **Comment**

    When you select an option, specify the **Label** for the prompt, which appears on the form that is presented to the user. The **Requested By**, **Ticket Number**, or **Comment** text does not appear on the form. You can also optionally set the value as **Required**.
5. Click **Save**.
6. Select the action type, and then click **Enable**.

(Optional) Configure Secure Delete

If you want to use the Microsoft SDelete utility for file deletions to take additional measures to ensure that data is not recoverable, upload the Microsoft SDelete utility to the **Device Retirement** settings. For more information about this utility and to download the file, see Microsoft Sysinternals documentation: Sdelete.



You must download and upload the unaltered file. Any altered files are not accepted.

BEFORE YOU BEGIN

Download the SDelete utility: Microsoft: Download SDelete.

UPLOAD AND CONFIGURE THE SDELETE UTILITY

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click the **Device Retirement** tab.
2. In the **Secure Delete** section, select **Perform secure deletes with Microsoft "SDelete" utility**.
3. Click **Upload SDelete Utility**, browse to the `SDelete.zip` file that you downloaded, and then click **Upload**. Click **Done**

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when the upload completes.

4. (Optional) Update the **Overwrite Passes** value. Valid values are 1-35.
5. Click **Save**.

Set the display order for actions

Set the display order for action types in the **Deploy Action** menu on the **Endpoint Details** page.

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click the **Device Retirement** tab.
2. Click **Set Display Order**, drag the actions into the order that you prefer, and then click **Save**.

Enable an action type

Enable an action type so that it is available in the **Deploy Action** menu on the **Endpoint Details** page.

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click the **Device Retirement** tab.
2. Select the row for an action type and then click **Enable**.

Edit an action type

You can edit retirement action types that are not deployed to endpoints.

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click the **Device Retirement** tab.
2. Select the row for an action type and then click **Edit**.
3. Edit the action and then click **Save**.

Disable an action type

Disable an action type so that it is not available in the **Deploy Action** menu on the **Endpoint Details** page.

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click the **Device Retirement** tab.
2. Select the row for an action type and then click **Disable**.

Delete an action type

1. From the Main menu, go to **Modules > Provision > Overview**, click Settings and then click the **Device Retirement** tab.
2. Select the row for an action type and click **Delete**.

Deploy an action to retire a device

You can deploy a device retirement action to a single endpoint through the **Endpoint Details** page in Tanium Reporting or the **Device Retirement** page in Provision. To deploy a device retirement action, you must have the **Provision Manual Retirement Actions write** permission and management rights for the targeted endpoint. You can deploy only one action to an endpoint at a time. After an action completes, you can deploy another action to that endpoint.

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NOTE To deploy an action through the **Endpoint Details** page in Tanium Reporting, the endpoint must be online.

Deploy an action from the **Endpoint Details** page

1. Open the **Endpoint Details** page for the endpoint that requires a device retirement action. For more information, see Tanium Reporting User Guide: View endpoint details.
2. Click **Deploy Action > *action that you want to deploy***.

   TIP You can deploy only one action to an endpoint at a time. After an action completes, you can deploy another action to that endpoint.
3. If the retirement action prompts for additional information, enter the information.
4. Type `CONFIRM` in the confirmation field and click **Confirm**.

The endpoint appears in the **Devices** section of the **Device Retirement** page. For more information, see Manage pending and retired devices.

Deploy an action from the **Device Retirement** page

1. From the Main menu, go to **Modules > Provision > Device Retirement**.
2. In the **Select a Device for Retirement Action** section, search for the endpoint:
   - To search for an endpoint, click **Search endpoints** and enter the endpoint IP address or Computer Name (exactly how it appears in the **Computer Name** sensor). In the row for the targeted endpoint, click **Actions > *action that you want to deploy***.
   - To add an unknown endpoint, click **Add Unknown Asset** and provide the required details about the endpoint: **Computer Name**, **Manufacturer**, **Model**, **Serial Number**, and **Retirement Action Type**. Click **Continue**.

     IMPORTANT These details are case sensitive.
3. If the retirement action prompts for additional information, enter the information.
4. Type `CONFIRM` in the confirmation field and click **Confirm**.

The endpoint appears in the **Devices** section of the **Device Retirement** page. For more information, see Manage pending and retired devices.

Manage pending and retired devices

The **Device Retirement** page shows details for endpoints on which a device retirement action was deployed. From the Provision **Device Retirement** page, you can manage pending and retired devices and also cancel pending actions.

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View the details and logs for the device retirement action

TFrom the Main menu, go to **Modules > Provision > Device Retirement**. The **Devices** section includes a grid that shows all device retirement actions for endpoints in your environment. You can filter the grid by action status, computer name, manufacturer, model, serial number, created, or last update. Click Customize Columns to add columns, remove columns or change the order of the columns in the grid.

Action details

Click Expand details to show the **Action Status** and **Event Log** for the selected endpoint and retirement action.

Status

Status of the action on the endpoint:

Status	Description
Pending	Action is deployed on the endpoint, but work is not started.
In Progress	Action is in progress on the endpoint.
Completed	Action on the endpoint is complete.
Canceled	Action on the endpoint was canceled while in a pending state.
Failed	Action on the endpoint failed to complete.
Warning	Action on the endpoint completed with warnings.

Computer Name

Computer Name for the endpoint as it displays in the **Computer Name** sensor. Used with Manufacturer, Model, and Serial Number to uniquely identify an endpoint.

Manufacturer

Manufacturer for the endpoint. Used with Computer Name, Model, and Serial Number to uniquely identify an endpoint.

Model

Model for the endpoint. Used with Computer Name, Manufacturer, and Serial Number to uniquely identify an endpoint.

Serial Number

Serial Number for the endpoint. Used with Computer Name, Model, and Manufacturer to uniquely identify an endpoint.

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Notes

If the device retirement action prompted the user for information, click the **Details** link to see the details provided by the user who deployed the action.

Action

The device retirement action deployed to the endpoint.

Created

Deployment date and time for the device retirement action.

Updated

Date and time when the device retirement action was last updated.

Edit the information for a deployed action

If a retirement action collected information from the user who deployed the action, you can edit that information while the action is in a pending state.

1. From the Main menu, go to **Modules > Provision > Device Retirement**.
2. In the **Devices** section, select the row for the endpoint.
3. Click **Edit** to edit the information and then click **Confirm**.

Cancel a deployed action

You can cancel pending actions from the **Devices** section of the **Device Retirement** page. Only pending actions can be canceled.

1. From the Main menu, go to **Modules > Provision > Device Retirement**.
2. In the **Devices** section, select the row for the endpoint and action that you want to cancel.
3. Click **Cancel** and then click **Confirm**.

You can also cancel the action from the action details by clicking Expand Details in the row for the endpoint and action that you want to cancel and then clicking **Cancel Action**.

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Troubleshooting Provision

If Provision is not performing as expected, you might need to troubleshoot issues or change settings.

Collect logs

The information is saved as a ZIP file that you can download with your browser. The ZIP file is also known as a support bundle.

1. From the Main menu, go to **Modules > Provision > Overview**, click Help .
2. Click **Download Support Bundle**.
   A `tanium-provision-support-<timestamp>.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 94.

Review endpoint logs

If you have issues during the endpoint provisioning process, you can review logs to troubleshoot possible causes.

For example, if a Provision Endpoint is missing some OS bundle driver files, you might search the OS bundle files on the Provision Endpoint for `"Drivers_Latitude7490.CAB": Downloading"` to find messages related to the Dell Latitude 7490 driver package download. The following line is an example log entry that might be returned:

```
2024-01-29T20:20:35.992Z    INFO    downloader/clientapi.go:129    Status from GetObject for
"Drivers_Latitude7490.CAB": Downloading(18%)
```


- You can also use Client Management to directly connect to an endpoint and collect the following logs. For more information, see Tanium Client Management User Guide: Collect troubleshooting information from endpoints.
- To enable verbose logging for the PXE service, see Configure PXE settings on page 32.

PXE and ODJ endpoint logs

You can find logs on PXE and ODJ endpoints in the following locations:

- **Linux PXE and ODJ endpoints**: `/opt/Tanium/TaniumClient/Tools/Provision/logs`
- **macOS PXE and ODJ endpoints**: `/Library/Tanium/TaniumClient/Tools/Provision/logs`
- **Windows PXE and ODJ endpoints**: <*Tanium Client*>\Tools\Provision\logs

Imaging logs

You can find imaging logs in the following files:

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- **provision-linux.log**: A log of activities that happen when you boot the device into the Provision imaging environment from USB/PXE, such as formatting, partitioning, downloading, and other steps performed pre-reboot.
- **provision-pe.log**: A log of activities while in Windows PE, such as applying the Windows image, injecting drivers, and other PE-phase steps. Only applicable to deployments of Windows Bundles.
- **provision-os.log**: A log of activities while in the new Windows OS.
- **provision-refresh.log**: A log of the start of the OS refresh process, running in the current Windows OS
- **provision-systemd.log**: A log of messages from the browser and service that are used in the Provision imaging environment, in case something is not working as expected
- **DISM_Apply.log**: The full log of the WIM application performed by the Dism utility. Only applicable to deployments of Windows Bundles.
- **DISM_Drivers.log**: The full log of offline driver injection performed by the Dism utility. Only applicable to deployments of Windows Bundles with at least one in-scope driver package.
- **DISM_Patch.log**: The full log of offline patch servicing performed by the Dism utility. Only applicable for deployments of Windows Bundles with at least one patch file included in the patches and other files section.
- **DISM_PPKG.log**: The full log of offline provisioning package servicing performed by the Dism utility. Only applicable for deployments of Windows Bundles with a Provisioning Package included in the patches and other files section.

Imaging logs are moved to different locations based on the provisioning phase:

Provisioning phase	Log location
During the PXE or USB Boot phase	`/tmp/`
At the start of a refresh deployment, the provision-refresh.log is created in the action folder	Windows: `<Tanium Client>\Downloads\Action_#######\` Linux: `/opt/Tanium/TaniumClient/Downloads/Action_#######/`
After the PXE/USB Boot phase until the deployment process completes	Windows: `C:\_t\` Linux: `/_t/`
After the deployment process completes	`<Tanium Client>/Logs` NOTE For Windows endpoints, if deployment fails, the log files are copied to `C:\Windows\temp\logs`.

Device retirement logging

Device retirement actions are recorded in Tanium Client extension logs. The active Tanium Client extension log is `<Tanium Client>\extensions\extensions0-.txt`. Older logs are appended with numbers, for example, `extensions1-.txt`. The oldest log files are zipped.

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To troubleshoot device retirement issues, you first must increase the logging level on the endpoint for Provision and Direct Connect, so that device retirement actions are recorded.

1. Increase the logging level on the endpoint for Provision and Direct Connect.
   - Use a Tanium action to update the logging level to `41`.
   - On the command line of the endpoint, run two commands from the `<Tanium Client>` directory:
     `TaniumClient.exe config set Logs.extensions.dec.LogVerbosityLevel 41`
     `TaniumClient.exe config set Logs.extensions.provision.LogVerbosityLevel 41`

   For additional instructions, see Tanium Client Management User Guide: Managing Client settings and Index configurations.
2. Reproduce the error on the endpoint.
3. Review the logs. To find device retirement entries, search for `[provision`. To find communication entries related to device retirement, search for `[dec`.

Perform monthly maintenance

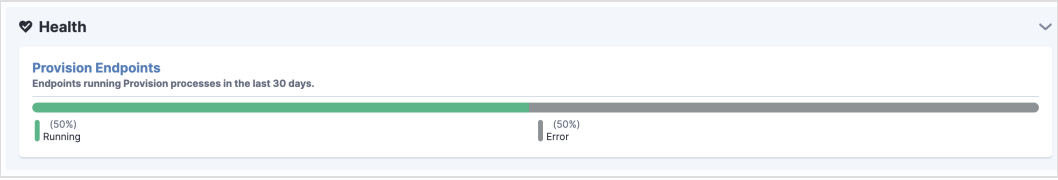
1. From the Main menu, go to **Modules > Provision > Overview**.
2. In the **Health** dashboard, verify that the Provision service is running as expected on Provision endpoints.
3. If the **Health** dashboard indicates that the Provision service is not running on Provision endpoints:
   a. Click **Provision Endpoints** to see details about the service status and versions for all Provision endpoints.
   b. To see additional details about a particular endpoint, click Additional Data beside that endpoint.
4. To investigate deployment issues, see Monitor a deployment on page 63.

Health dashboard shows errors

Issue

On the **Modules > Provision > Overview** page, the Health dashboard shows a percentage of endpoints that encountered an error.

The following example shows that 50% of the endpoints encountered an error:



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Solution

1. Ask the following question in Interact:
   `Get Computer Name and Tanium Provision - TaniumPXE Status from all machines`
2. In the results, review the **Error Status** column and resolve the issues.
3. If you cannot resolve an issue, contact Tanium Support.

Provision endpoint does not have toolset version that supports boot image configuration

To use the boot image configuration options, the Provision endpoints must have Endpoint Toolset version 2.12 or later, which includes Provision 10.4.18. For information about the boot image configuration options, see Configure boot image on page 33.

1. Confirm that Endpoint Toolset 2.12 or later is promoted to all rings that include the Provision endpoints. For more information, see Tanium Endpoint Configuration User Guide: Manage and promote toolset versions in the upgrade rings.
2. To identify the remaining endpoints that do not have Provision 10.4.18 or later, ask the following question in Interact:
   `Get Endpoint Configuration - Change Management Status having Endpoint Configuration - Change Management Status:Toolset Manifest Version?type=Version < 2.12 from all machines`
3. Resolve the issues on these endpoints. For instructions, see Tanium Endpoint Configuration User Guide: Identify and resolve issues with endpoint tools or client extensions.

Troubleshoot the Provision Linux boot image

If the endpoint stops responding during the Provision Linux boot image, you can use the following steps to perform some basic troubleshooting.

1. Right-click in the white area and click **Terminal**.
2. Enter the following commands to check IP address information:
   - IP address: enter `ip address`
   - Routing information: enter `ip route`
   - DNS configuration: enter `cat /etc/resolv.conf`
3. Enter the following commands to verify endpoint connectivity:
   - Connectivity to Provision endpoint: enter `curl -Ik https://<Provision_endpoint_IP_address_or_FQDN>:17530/cache/manifest.json`
   - Connectivity to ODJ endpoint: enter `curl -Ik https://<Provision_endpoint_IP_address_or_FQDN>:8100`
4. To review storage information, enter `sudo fdisk -l`.

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5. Collect logs for Tanium Support.
    a. To navigate to where the Provision logs are located, enter `cd /tmp`.
    b. To create an archive of the logs, enter `tar czf /tmp/provision.tar.gz /tmp/*`.
    c. To copy the archive to a remote SMB share, enter `smbclient //mySever.myDomain.com/share -U myDomain/myUserName` and then enter `put provision.tar.gz` at the SMB prompt.

Error: No disk could be located

Issue

When provisioning an endpoint configured with Intel Rapid Storage Technology (RAID), the storage drive is not found. The following log message appears in `provision-linux.log`:

```
No disk could be located. Maybe the device needs to be switched from RAID to AHCI in the BIOS/firmware settings?
```

Solution

RAID is not supported. Configure the UEFI or BIOS to use AHCI mode.

Error: PXE boot does not boot to the Tanium PXE service

Issue

When multiple PXE servers exist in the local network, the PXE boot request accepts the response from whichever PXE server responds first. If the PXE boot request does not boot to the Tanium PXE service, it is likely that a different PXE server responded before a Tanium PXE service did.

Solution

Check with your network team to determine if any PXE servers are configured in DHCP (scope options 66 and 67).

Error: Provisioning process incomplete

Issue

The provisioning process does not appear to be complete and **Other User** cannot sign in.

Solution

You must use non-OEM product keys, except on Enterprise editions and Windows Server operating systems.

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Error: Provision-pe.ps1 cannot be found

Issue

The system is missing the storage drivers.

Solution

Add necessary drivers during the ADK content preparation. The following steps are for Dell endpoints. Adapt the steps as needed. For example, you might need a more recent driver pack or a driver pack from a different vendor. If using ARM64 processors, replace `amd64` with `arm64`.

1. Download the Dell Windows PE driver pack CAB file from Dell Technologies: WinPE 11 driver pack.
   If using a different vendor, contact the vendor to get the necessary drivers.
2. Extract the contents of the file into a folder.
3. Copy the missing storage driver files into the `C:\Users\Administrator\Documents\utility\ADKPrep\amd64\drivers` folder. For example, if the Intel Rapid Storage Technology Driver is missing, you might copy the contents of `\winpe\x64\storage\HHN7T_A00-00\F6\NonVMD\f6flpy-x64` to the `drivers` folder.
4. To create a new `adk_amd64.zip` file in the `\Documents` folder, run the `ADKPrep.ps1` script in an elevated command prompt.

   

   When you run this script, the generated zip only includes the drivers currently in the `amd64\drivers` folder. Because the contents of the `drivers` folder can change, keep track of the drivers that you add to the folder so they are available for future use.
5. From the Provision **OS Bundles** page, update any existing OS bundles to use the new `adk_amd64.zip` file.

   Wait for the status of the OS bundles to change from **Updating** to **Ready**.

Error: Domain join fails due to existing computer account

Issue

By default, Provision appends a numeric suffix to the computer name if needed. For example, if you specify `myComputer` for the computer name, Provision tries **myComputer** first. If **myComputer** already exists, Provision tries **myComputer-1**, and continues to increase the suffix if that account already exists.

However, if you configure Provision to reuse a computer name, Windows might prevent domain join operations from reusing an existing computer account and the following message might appear in the Provision logs:

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`An account with the same name exists in Active Directory. Re-using the account was blocked by security policy.`

Solution

Review the following Microsoft documentation for solutions: Failure when you use an existing computer account to join a domain.

Error: [ERR_INVALID_URL]: Invalid URL

Issue

Bootable media created with the -Bundles option hangs with `[ERR_INVALID_URL]: Invalid URL` log message for isolated endpoints if any OS bundle includes an **ODJService** or **AdminPassword** setting.

Solution

Network connectivity to a Tanium PXE server is required by OS bundles that includes an **ODJService** or **AdminPassword** setting. To work around this issue:

- Specify OS bundles that do not include an **ODJService** or **AdminPassword** setting, or
- Establish network connectivity on the endpoint.

Error: Unable to fetch TFTP image or TFTP Error Fetching Netboot Image ?USB?

Issue

- An endpoint fails to boot when using a PXE boot with one of the following errors: `Unable to fetch TFTP image: TFTP Error Fetching Netboot Image ?Onboard` or `Unable to fetch TFTP image: TFTP Error start_image() returned TFTP Error`.
- An endpoint fails to boot when using a USB boot with the error `TFTP Error Fetching Netboot Image ?USB?`.

Solution

Implement the workarounds in Tanium Community article: Provision Boot Fails with "TFTP Error Fetching Netboot Image ?Onboard" or "?USB" Error.

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Error: Could not find bootEx files that are signed by the newer 2023 cert (Windows UEFI CA 2023)

Issue

An endpoint fails to boot to Windows PE after the Linux phase of bare-metal provisioning or at first reboot during operating system refresh. The `provision-linux.log` contains the following error message: `Could not find bootEx files that are signed by the newer 2023 cert (Windows UEFI CA 2023). You may need to re-run ADKPrep.ps1 with a newer ADK (10.1.26100.1 (May 2024) or newer).`

Solution

- Update the ADK.
- Use the latest `ADKPrep.ps1` to create the `ADK_<architecture>.zip`.

Error: Security Error: Secure boot version check failed

Issue

An endpoint fails to boot into the Windows PE phase. The following error message appears:

```
Security Error: Secure boot version check failed.
Your system security may be compromised!
Current Version 2.0 - Minimum allowed version: 3.0
Visit https://aka.ms/secure-boot-version-violation for more information.
The system will shutdown in 10 seconds.
```

Solution

- Update the ADK.
- Use the latest `ADKPrep.ps1` to create the `ADK_<architecture>.zip`.

Error: Secure boot is enabled, but boot files from the ADK zip are signed with the older 2011 cert (Microsoft Windows Production PCA 2011)

Issue

An endpoint fails to boot during the Linux phase. The `provision-linux.log` contains the following error message:

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`Secure boot is enabled, but boot files from the ADK zip are signed with the older 2011 cert (Microsoft Windows Production PCA 2011), which is not trusted by the local firmware. It may be necessary to re-run ADKPrep.ps1 with ADK 10.1.26100.1 (May 2024) or newer to update the adk-${arch}.zip file, or reimage without secure boot enabled.`



This error might appear on Hyper-V virtual machines even when no actual issue exists. Due to limited Secure Boot configuration options in Hyper-V, it is recommended that you disable Secure Boot until provisioning is complete.

Solution

- Update the ADK.
- Use the latest `ADKPrep.ps1` to create the `ADK_<architecture>.zip`.

Error: Secure boot is enabled, but boot files from the ADK zip are signed with the newer 2023 cert (Windows UEFI CA 2023)

Issue

An endpoint fails to boot during the Linux phase. The `provision-linux.log` contains the following error message:

`Secure boot is enabled, but boot files from the ADK zip are signed with the newer 2023 cert (Windows UEFI CA 2023), which is not trusted by the local firmware. This may require using an older ADK for this model of hardware, or reimaging with secure boot disabled.`



This error might appear on Hyper-V virtual machines even when no actual issue exists. Due to limited Secure Boot configuration options in Hyper-V, it is recommended that you disable Secure Boot until provisioning is complete.

Solution

1. Downgrade the ADK or image the system with Secure Boot disabled.
2. Install the latest Windows updates.
3. Enable Secure Boot.

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Error: Unable to stage bcdboot files: Failure when attempting to copy boot files

Issue

The endpoint is unable to boot into Windows during the Windows PE phase. The `provision-pe.log` contains the following error message:

```
Unable to stage bcdboot files: Failure when attempting to copy boot files.
This may be due to the firmware requiring newer boot files than the OS image provides.
Secureboot status:
SecureBootEnabled:    True
2011 Cert Trusted:    False
2023 Cert Trusted:    True
```

Solution

Reimage the endpoint with Secure Boot disabled. Or do one of the following tasks:

- Reimage the endpoint with an updated WIM from Microsoft or a WIM of the latest cumulative update before the one used in the initial provisioning attempt.
- Include the latest cumulative update in the Patches section of the OS bundle.

Verify endpoint tools

Verify that endpoints have the necessary Provision tools. For information about Provision endpoint tools, see Reference: Provision endpoint tools on page 106.

For information about resolving tool issues, see Tanium Endpoint Configuration User Guide: Identify and resolve issues with endpoint tools or Client Extensions.

Error: Provision Endpoint fails to download the OS bundle content

Issue

A Provision Endpoint fails to download the OS bundle content. The `TaniumPXE.log` displays the following error:

```
error downloading file using Tanium client API {"err": "could not download file: could not make soap request to fetch status: could not perform SOAP request: could not make POST request to client: Post \"http://localhost:17473/soap\": dial tcp [::1]:17473: connectex: No connection could be made because the target machine actively refused it."}
```

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This log message indicates that no service is listening on the **ListenPort** or the port is inaccessible because of a firewall configuration or security software.

> NOTE
>
> The Tanium Client API port is the **ListenPort** plus one port number higher. If you set **ListenPort** to a non-standard number, such as 17473, the client API port becomes 17474.

Solution

The following table explains different issues that can prevent the Tanium Client API from downloading all the OS bundle content to the Provision Endpoint. The issues are ordered in likelihood of occurrence.

Issue	Explanation and corrective action
The Tanium Client is not working as expected.	Allow a short period of time for transient issues to automatically resolve. For prolonged issues, see Tanium Client Management User Guide: Troubleshoot issues with connection and registration.
Security software in use in the environment is blocking the Tanium PXE service from making outbound network requests.	Ensure that the Tanium PXE service can make outbound network requests and is included in process exclusions. For more information, see Host and network security requirements on page 18.
The endpoint proxy configuration is redirecting network requests made to localhost instead of keeping them local.	A firewall configuration might be blocking the Tanium Client port on the loopback adapter or the loopback adapter cannot get a response from the client. To validate that the Tanium Client can connect to itself and make client API requests, run a port test to the **ListenPort** from the endpoint. • In PowerShell, enter the following command: `Test-NetConnection 127.0.0.1 -port 17473` • In Telnet, enter the following command: `telnet 127.0.0.1 17473` If the test succeeds, something is listening on that port. If it fails, mostly likely the endpoint's firewall is blocking the port. You can validate that the endpoint is correctly listening on this port by entering the following command: `netstat -ano | findstr 17473` In the output, ensure that there is a `127.0.0.1:17473 LISTENING` entry.
localhost does not resolve to 127.0.0.1.	Work with your network administrator to resolve domain or configuration issues. Generally, this is only an issue on Linux endpoints.

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Issue	Explanation and corrective action

The Tanium PXE service is making a connection attempt to the wrong port.	To verify that Tanium is listening on port 17473, enter the following commands:
	`Get-NetTCPConnection -State LISTEN -LocalPort 17473`
	`Get-Process -Id (Get-NetTCPConnection -State LISTEN -LocalPort 17473).OwningProcess`
	If Tanium is not listening, Contact Tanium Support on page 94.

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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Reference: Variables and advanced customization

Each OS bundle contains a list of key value pairs, which are settings that control the flow or processing of the OS bundle itself. In addition to the predefined settings listed in Provision key value pair options on page 95, you can also add custom variables. These custom variables are not used by the default Tanium Provision scripts, but they can be combined into variables that are used by the scripts, or they can be used in your own scripts.

Provision key value pair options

The following key value pair options are configurable in OS bundles. The key value pairs support variable substitution. For example, `%manufacturer%` in the **ComputerName** key might be changed to `Dell Inc.`

If you want to prompt for a user to enter or select values for any keys instead of configuring set values, see Prompt for information during deployment on page 99.

Key	Description
AdminPassword	The password for the local Administrator account. NOTE `-%serial%` is automatically appended to the end of the password. IMPORTANT Disable the built-in local Administrator account or change the local Administrator account password after Tanium provisions the endpoint. If you use the ODJ service, the provisioned endpoint automatically disables the local Administrator account after it successfully joins the domain.
BitLocker	(Windows) A value to enable BitLocker drive encryption during pre-provisioning, prior to the OS image being applied. If the value `XTS-AES-256` is specified, the encryption level is set to that value before initializing BitLocker encryption on the device. Any other value encrypts the drive using the default XTS-AES-128 encryption. If a value is not specified, BitLocker pre-provisioning is not performed and the drive is unencrypted. NOTE This value enables BitLocker drive encryption but does not configure key protectors. After OS deployment, use a BitLocker management tool, such as Tanium Enforce, to configure BitLocker. A management tool helps create and store recovery keys in escrow before enabling key protectors.

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Key	Description
ComputerName	The computer name is set to the value that you specify. You can also use variable substitution, such as `TAN-%rand:10%` to generate a name with ten random digits, or more complex names like `A-%manufacturer:3%-%serial:-5%` to generate a name where the first three characters of the manufacturer are inserted with the last five characters of the serial number. TIP Do not use this format for virtual machines. If a value is not specified, the computer name is randomly generated. For more information, see Read-only variables on page 97.
DirectDownload	(Windows) A JSON string of properties to download Windows system OS image files directly from Microsoft. For more information, see Download Windows files directly from Microsoft on page 100. NOTE You still need to upload a WIM file in the **OS image WIM** section of Create a Windows OS bundle: Step 3 to save the bundle. You can upload a dummy WIM file.
DomainName	(Windows) If an **ODJService** value is specified, specify the domain to join.
Migrate	(Windows) For an OS refresh, specify `no` to skip the USMT capture/restore.
ODJAppend	(Windows) Enter `false` to not add a numeric suffix to the specified computer name. If the computer name already exists, the ODJ request fails with an error.
ODJDC	(Windows) Specify the domain controller to use when creating the new computer. Enter the CN of the domain controller, for example, `DC01` and not `DC01.domain.com`.
ODJRetries	(Windows) Specify the number of times to try to create the new computer object.
ODJService	(Windows) The URL of the ODJ service. For example, if you enable the ODJ service on an endpoint that is named `myServer.myDomain.com`, then the ODJ URL is `https://myServer.myDomain.com:myPort/getblob`. If a value is not specified, domain join is not performed.
Offline Domain Join: CertTemplate	(Windows) Specify this key with the name of the certificate template to use when generating a new certificate in the ODJ blob for the computer. For more information, see (Optional) Add certificates and group policy templates on page 38. NOTE You cannot override the **Offline Domain Join: CertTemplate** value with settings from an external web service. For more information about web services, see Get settings from an external web service on page 99.

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Key	Description
Offline Domain Join: IncludeRootCerts	(Windows) Specify this key with a value of `1` to include root certificates in Active Directory in the generated ODJ blob. For more information, see (Optional) Add certificates and group policy templates on page 38.
Offline Domain Join: PolicyNames	(Windows) Specify this key to the list of group policy objects to include in the ODJ blob for the computer. For more information, see (Optional) Add certificates and group policy templates on page 38. NOTE: You cannot override the **Offline Domain Join: PolicyNames** value with settings from an external web service. For more information about web services, see Get settings from an external web service on page 99.
OS Refresh: UseTaniumClient	For OS refresh bundles, specify this key with a value of `Yes` to download files with the Tanium Client instead of from the Provision Endpoint. For more information, see Download OS refresh files with the Tanium Client on page 102.
OU	(Windows) If an **ODJService** value is specified, specify the OU where you want the device to be created, such as `OU=MyComputerOU,DC=myDomain,DC=com`. If a value is not specified, the default OU is used. IMPORTANT: Do not use double quotes.
RebootAndRerun	Manually specify this variable to restart and rerun the `Customer.ps1` script as many times as necessary. For more information, see Example: Restart and rerun the Customer.ps1 script on page 103.
Tags	A comma-delimited list of tags to be added to the Tanium Client during the deployment process. If a value is not specified, only an **OSD** tag is added.
Timezone	(Windows) A Windows time zone string, such as **Eastern Standard Time** to be set on the endpoint.
WaitFor	A path or file to wait for that path or file to exist, such as `C:\Program Files\PuTTY`. Specify `CX` to wait for the Tanium Deploy and Tanium Patch CX files to be installed. `CX` must be uppercase.
WebService	Manually specify this key to define web service calls prior to customizing OS bundle values. For more information, see Get settings from an external web service on page 99.
WebServicePost	Manually specify this key to define web service calls after customizing OS bundle values. For more information, see Get settings from an external web service on page 99.

Read-only variables

The following read-only OS bundle variables are automatically defined at the start of the Provision process.

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Variable	Description
anchor	The URL of the Tanium PXE server that is currently in use.
asset	The asset tag of the computer.
architecture	The architecture of the computer/OS. Example: `X64`, `X86`, or `ARM64`
chassis	The string representing the chassis type. Example: `DESKTOP`, `LAPTOP`, or `SERVER`
chassis_type	The chassis type that is specified by WMI/DMI for the machine. Example: `3` for desktop, `8` for laptop, or `23` for server
ExecutionPass	The number of times the `Customer.ps1` script ran. This variable is automatically incremented by one each time the script is called. For more information, see Example: Restart and rerun multiple times on page 104.
is_desktop	Set to `true` if the device is a desktop (based on chassis_type).
is_laptop	Set to `true` if the device is a laptop (based on chassis_type).
is_server	Set to `true` if the device is a server (based on chassis_type).
manufacturer	The manufacturer of the computer or virtual machine. Example: `LENOVO`
model	The model of the computer or virtual machine. Example: `Latitude E5400`
refresh	When set to true, specifies a refresh deployment. The existing OS is wiped and a new OS is applied.
serial	The serial number of the computer.
uefi	Specifies whether the computer is using UEFI (`true`) or not (`false`).
uuid	The SMBIOS UUID (a GUID that uniquely identifies the device, assigned by the manufacturer) of the computer.
version	The version field from SMBIOS, which is often a friendly name for the specified computer model, typically on Lenovo computers. Example: `ThinkStation P620` (where the model is `30E0CTO1WW`)

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Prompt for information during deployment

If you want to prompt for values during the deployment process, click **Prompt** when you add a key value pair. You can then enter additional details such as label, optional help text, and select the input type which supports simple text input, dropdown lists, and checkboxes. Depending on which input type you select, you can configure the following options:

- **Text**:
  - (Optional) **Max Characters**: The maximum number of characters allowed in the input.
  - (Optional) **Validation Expression**: A regular expression that defines the acceptable parameters of the input. If the user input does not match the pattern, the deployment does not continue.
- **Dropdown**:
  - (Required) **Values**: The options available in the list.
- **Checkbox**: (no additional options)

Additionally, if you select the **Dropdown** input type, you can select the **Enable multiple value selection** option to allow for multiple selections. If you want to allow only a single selection, do not select this option.



Operating system refreshes do not support prompts. If you create a bundle that contains prompts (for example, **ODJService** requires a dropdown list selection) do not use that bundle as part of an OS refresh deployment. Instead, create a bundle that does not use prompts for OS refresh deployments.

Change the display order of bundles in the PXE boot menu

By default, OS bundles are listed in alphabetical order by bundle name in the PXE boot menu. You can change the default sort order in the Settings.

For more information, see Configure OS bundle behavior on page 32.

Get settings from an external web service

Provision supports getting settings through the ability to call one or more web services. These web services can take the information that is provided and return a list of additional settings or override existing settings. The following web service settings are supported:

- **Web Service URLs** global setting: called prior to the display of the OS bundle list in the Tanium Provision wizard.

  

  To automatically select a specific OS bundle, use the `BundleID` and `BundleTimeout` variables. Variable names are case-sensitive.

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NOTE

- BundleID: The OS bundle ID to automatically select in the Tanium Provision wizard if the user does not click **Choose** before the BundleTimeout expires. To find the ID, go to the **OS Bundles** page and click Additional Data next to the OS bundle.
- BundleTimeout: The time to allow a user to manually select an OS bundle before the specified BundleID is automatically selected. To enable the automatic selection of an OS bundle, you must specify a value greater than 0.

- **WebService** bundle variable: called after selecting an OS bundle, but before any customization prompts.
- **WebServicePost** bundle variable: called after the customization prompts, which enables calculations of other variables based on values that are entered by the user during customization.

These web services are specified by their URL, and the URL can contain variables. Both GET and POST methods are supported by specifying the method as a prefix to the URL. If no prefix is specified, then GET is the default method.

For a GET request, any available variable can be provided to the web service as a query parameter in the URL, so you must explicitly specify each value that the web service requires.

For a POST request, all current variables are passed to the web service as a JSON-encoded body.

Example: Two web services

If you want to call two web services, you can specify a `WebService` setting as follows:

`https://myServer/GetSettings?model=%Model%;POST https://myServer/DoProcessing`

Example: Static file

Because a web services is basically a web request that returns a JSON response, you can also use static files that are returned by a GET request. If you specify a WebService URL of `https://myServer/%Model%.json` and the model of the current endpoint is Virtual Machine, then Provision makes a GET request to `https://myServer/Virtual Machine.json`. If the web server contains a file by that name, then you can put settings in that file. For example, you can specify that all virtual machines get a specific time zone as follows:

```
{
        "TimeZone": "GMT Standard Time"
}
```

Download Windows files directly from Microsoft

For Windows bare metal or OS refresh deployments, the content for that deployment is downloaded from the Tanium PXE service, which runs on a corporate network. For deployments over the internet or in situations where the connection to the internet is faster than the connection to the Tanium PXE service, you can alternatively configure Provision to download the Windows OS system

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image file directly from the Microsoft Windows Update servers.

Before you begin

Ensure that you meet the following prerequisites:

- Tanium Provision 1.3 or later is required, along with an updated `ADK_<architecture>.zip` file that was generated using the `ADKPrep.ps1` script from that version.
- Unauthenticated outbound Internet access to `*.download.windowsupdate.com` on TCP port 80 and `content.tanium.com` on TCP port 443 is required. If content filters, proxies, firewalls, or other security hardware or software are used to restrict Internet access in your environment, your security administrator might need to allow access.

Configure direct download

To configure direct download, modify or configure an OS bundle and specify the properties that tell Provision which OS image to download and apply.

1. From the Main menu, go to **Modules > Provision > OS Bundles**.
2. In the **Key Value Entries** section, click **Add Key Value Pair** and select **DirectDownload** from the **Key** dropdown list.
3. For the **Value** field, enter the example JSON string:
   `{"build":"<build>","arch":"<architecture>","lang":"<language>","edition":"<edition>"}`
   where:
   - `build` specifies the Windows build number (example: 19044 is Windows 10 21H2 or 22000 is Windows 11 21H2)
   - `arch` specifies the machine architecture (x64, x86, or a64)
   - `lang` specifies one of the available Windows language codes (example: en-us)
   - `edition` specifies the edition from the downloaded image file (example: Pro, Enterprise, or Education)
     For example, `{"build":"22000","arch":"x64","lang":"en-us","edition":"Enterprise"}` tells Provision to automatically download the most recent image that matches the build, architecture, and language. The edition is then used to find the appropriate image index within that image: 64-bit Windows 11 21H2 Enterprise for English CPUs.

     
     NOTE

     You still need to upload a WIM file in the **OS image WIM** section of Create a Windows OS bundle: Step 3 to save the bundle. You can upload a dummy WIM file.
4. After the deployment is complete, verify the image properties.
   a. To verify which image was downloaded, check the `download.log` file.
   b. To verify which image index was selected, check the `provision-pe.log` file.

If any errors occurred while attempting to find a direct download image, Provision automatically uses the image that is specified in the OS bundle.

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Download OS refresh files with the Tanium Client

During OS refresh deployments, you can configure endpoints to use the Tanium Client to download the files instead of downloading them directly from the Provision Endpoint.

> NOTE
> Network connectivity between these endpoints and the Provision Endpoint is still required.

To configure endpoints to use the Tanium Client for downloads, modify or configure an OS bundle and specify the **OS Refresh: UseTaniumClient** key value pair.

1. From the Main menu, go to **Modules > Provision > OS Bundles**.
2. In the **Key Value Entries** section, click **Add Key Value Pair**.
3. For the **Key** field, select **OS Refresh: UseTaniumClient**.
4. For the **Value** field, enter `Yes`.

Include custom scripts

You can include custom scripts to call automatically during the provisioning process. You can create a ZIP file that contains at least one PowerShell script file for any custom Windows content that you want to include. The main Provision scripts download and extract the contents of the ZIP file (if specified in the OS bundle) into the `C:\_t` folder, and then automatically run any PowerShell scripts, if found.

If you need to include a reboot in a script, use the `RebootAndRerun` variable instead of a command. For reboot examples, see Example: Restart and rerun the Customer.ps1 script on page 103 and Example: Restart and rerun multiple times on page 104.

> IMPORTANT
> Tanium Support provides assistance only for ensuring that a custom script executes. If you need additional assistance, see Tanium Support Objectives.

> BEST PRACTICE
> Do not name your custom ZIP file `scripts.zip`. If your scripts require additional files, you can include those files in your custom ZIP file.

Use one or more of the following script names, depending on when you want your scripts to run:

- `Customer-PE-Pre.ps1` - called at the start of the Windows PE phase, prior to applying the OS image
- `Customer-PE.ps1` - called at the end of the Windows PE phase, after applying the OS image, injecting drivers and updates, and placing the `unattend.xml` in place (prior to restarting into Windows)
- `Customer-Pre.ps1` - called at the start of the Windows configuration process in the new Windows OS, but prior to installing the Tanium Client or joining the device to Active Directory or Azure AD
- `Customer.ps1` - called at the end of the Windows configuration process, as the last action before completion

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IMPORTANT

Any files in this custom ZIP file can overwrite any of the standard scripts from Tanium Provision.

Example: Load the TaniumOSD or TaniumClient modules

The script can load the TaniumOSD or TaniumClient modules:

```
Import-Module C:\_T\TaniumOSD
Import-Module C:\_T\TaniumClient
```

The Provision logs automatically capture a transcript of the output from the custom script.

The TaniumOSD module includes a variety of cmdlets, including some that are useful to work with variables:

- `Get-OSDVariable -Name "variableName"`
  - This cmdlet returns the current value of the specified variable.
- `Resolve-OSDVariables -Value "This is a %model% computer from %manufacturer%."`
  - This cmdlet returns the current value of the specified string, substituting the current values of any variable references in that string.
- `Set-OSDVariable -Name "variableName" -Value "my value"`
  - This cmdlet sets the specified variable to the provided value.
- `Set-OSDProgressDisplay -Message "Currently installing something..."`
  - This cmdlet changes the on-screen progress display so that the user knows what is currently happening.

The TaniumClient module also includes some useful cmdlets:

- `Add-TaniumTag -Tag "tagName"`
  - This cmdlet adds a tag with the specified name.
- `Invoke-TaniumDownload -URL "https://server.com/path/file.zip" -Destination "C:\file.zip"`
  - This cmdlet uses the Tanium Client API to download a file from the specified URL and then moved to the specified destination.

    IMPORTANT

    This URL must be on the Allowed URLs list. For more information, see Tanium Console User Guide: Managing allowed URLs.

Example: Restart and rerun the Customer.ps1 script

If you need to run the `Customer.ps1` script multiple times, followed by a restart each time the script is run, you can set the `RebootAndRerun` variable to true:

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```
Set-OSDVariable -Name "RebootAndRerun" -Value $true
```

Example: Restart and rerun multiple times

If you need to restart and rerun the script multiple times, you can set the `RebootAndRerun` variable each time the script runs. This value is automatically cleared by the restart process. If you need to keep track of which time the script is running, you can use the `ExecutionPass` variable, which is incremented by one each time the script runs.

The following example script runs a command after the initial restart:

```
Import-Module C:\_T\TaniumOSD
Import-Module C:\_T\TaniumClient

$pass = Get-OSDVariable -Name "ExecutionPass"
switch ($pass) {
   1 {
      Write-Host "Nothing to do in the first pass; schedule a second pass."
      Set-OSDVariable -Name "RebootAndRerun" -Value $true
   }
   2 {
      # Set computer description
      $computerDescription = Get-OSDVariable -Name "ComputerDescription"
      Write-Host "Second pass; setting computer description to $computerDescription."
      & net.exe config server /srvcomment:"$computerDescription"
   }
}
```

Join endpoints to Microsoft Entra ID

You can join endpoints to Microsoft Entra ID (Azure Active Directory), instead of the local Active Directory. You specify the Entra ID instance when you add a Microsoft provisioning package zip to an OS bundle.

Provision automatically applies the provisioning package during endpoint imaging. The provisioning package joins endpoints to Entra ID at first boot. When provisioning is done, users sign into the endpoints with their Entra ID accounts.

1. Create a Microsoft provisioning package that specifies the Entra ID. For more information, see Microsoft documentation: Create a provisioning package.
2. Zip the provisioning package. Confirm the `.ppkg` file is located at the root of the zip.
3. Create an OS bundle. In the **Scripts and Other Files** section, select the zip. In the **Key Value Entries** section, do not add **DomainName**, **ODJService**, or **OU** key value pairs.

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Use Windows Autopilot deployment for existing devices

You can use Provision with Windows Autopilot to reinstall the Windows operating system on existing devices. You upload a JSON file for Autopilot profiles when you create an OS bundle.

Be aware that if you include an Autopilot profile JSON, the Provision processes change:

- Provision does not install Tanium Client. You must include Tanium Client in the WIM file or deploy the Client through Microsoft Intune.
- Domain join is not performed.
- Custom scripts `Customer-pre.ps1` and `Customer.ps1` do not run.

1. Create a JSON file for Autopilot profiles. For more information, see Microsoft documentation: Windows Autopilot deployment for existing devices: Create JSON file for Autopilot profiles.
2. Create an OS bundle. In the **Scripts and Other Files** section, select the JSON file.

   If necessary, change the **Format** type to **All Files** when browsing for the file.

Cache OS bundle content

When using a Provision Endpoint, content caching is advantageous in situations where the endpoint is at a location with very limited bandwidth or is connected over a metered network connection (such as a satellite).

When the Content Caching feature is enabled, the Provision Endpoint first copies the files in the `<Tanium Client>\Tools\Provision\precache` folder to the `cache` folder. Then, the Provision Endpoint downloads any missing files from Tanium, while honoring any configured bandwidth throttles.



You cannot manually copy files directly into the `cache` folder because any files not copied there by the Provision process are automatically removed.

To prestage content to the precache folder to reduce network traffic, complete the following steps:

1. On each Provision Endpoint where precaching is desired, create a `<Tanium Client>\Tools\Provision\precache` folder.
2. From an existing Provision Endpoint, go to the `<Tanium Client>\Tools\Provision\cache` folder.
3. Copy the files named with SHA-256 hashes and paste to the `<Tanium Client>\Tools\Provision\precache` folder on each Provision Endpoint from Step 1.
4. If the files being precached are already assigned to this Provision Endpoint, restart the **TaniumPXE** service to load the files from the `precache` folder.

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Reference: Provision endpoint tools

Endpoint Configuration installs Provision tools on endpoints. You can check the status of these tools with the **Get Endpoint Configuration - Tools Status** sensor.

Tool	Description
core-cx	`<Tanium Client>\extensions\core` Tanium Client extension that provides a management framework API for all other client extensions and exposes operating system metrics.
cx-config	`<Tanium Client>\extensions\config` Tanium Client extension that provides installation and configuration of extensions on an endpoint.
dec-cx	`<Tanium Client>\extensions\dec-cx` Tanium Client extension used for Direct Connect, including executing actions with the Tanium PXE service and device retirement.
Direct Connect	`<Tanium Client>\Tools\Direct Connect` Direct Connect tools used to securely communicate with endpoints executing device retirement actions and with the Tanium PXE service.
Provision	`<Tanium Client>\Tools\Provision` Tanium PXE service, which provides web and TFTP services used for PXE boot, offline domain join, and OS bundle content caching. This tool also uses the `provision-cx` tool.
provision-cx	`<Tanium Client>\extensions\provision-cx` Tanium Client extension used with the Tanium PXE service and device retirement.
Provision CX Only	`<Tanium Client>\extensions\Provision CX Only` Tool that targets the `provision-cx` tool to all Windows computers to enable device retirement actions.

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Reference: Gateway examples for Provision

Tanium Gateway provides a GraphQL API integration point for Tanium solutions, including Provision. Provision requests create, retrieve, update, and delete retirement action definitions, and create, retrieve, and update retirement actions.

Provision requests have the following feature-specific dependencies at the specified minimum versions:

- Provision 1.19 or later is required to submit a query or mutation request related to retirement action definitions or retirement actions.

For additional Gateway example syntax, see Tanium Gateway User Guide: Reference: Filter syntax and Tanium Gateway User Guide: Reference: Gateway examples.

Provision query filter syntax

Provision queries that request retirement action information (`query.provisionRetirementActions`) support the following filter fields:

- `computerName`
- `manufacturer`
- `model`
- `serialNumber`
- `status`

Provision queries that request retirement action information support sorting the response on the following filter fields in ascending (`asc`) or descending (`desc`) order:

- `computerName` based on alphabetical order
- `createdAt` based on chronological order
- `manufacturer` based on alphabetical order
- `model` based on alphabetical order
- `retirementActionDefinition` based on alphabetical order
- `serialNumber` based on alphanumerical order
- `status` based on alphabetical order
- `updatedAt` based on chronological order

If you do not define a sort order, the query defaults to sorting on `updatedAt` in `asc` order.

For more information on filter syntax, see `ProvisionFieldFilter` and `ProvisionFilterField` in the **Documentation Explorer** pane of the query explorer. For more information on sort syntax, see `ProvisionRetirementActionFieldSort` and `ProvisionRetirementActionSortField`in the **Documentation Explorer** pane of the query explorer.

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Retirement actions targeting a manufacturer

You can retrieve retirement actions that target a manufacturer, including partial matches. Define a filter object with the folllowing syntax:

```
{
  filterField: manufacturer,
  value: filter-value
}
```

For example, the following query retrieves retirement actions that target manufacturers that contain `example`:

```
query exampleGetMultipleProvisionRetirementActions($filter: [ProvisionFieldFilter!]) {
  provisionRetirementActions(filter: $filter) {
    edges {
      cursor
      node {
        id
        definitionID
      }
    }
    pageInfo {
      hasNextPage
      hasPreviousPage
      startCursor
      endCursor
    }
    totalRecords
  }
}
```

Include the variable in the **Variables** panel or in your variables dictionary:

```
{
  "filter": {
    "filterField": "manufacturer",
    "value": "example"
```

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```
  }
}
```

Retirement actions targeting a hardware model

You can retrieve retirement actions that target a hardware model, including partial matches. Define a filter object with the folllowing syntax:

```
{
  filterField: model,
  value: filter-value
}
```

For example, the following query retrieves retirement actions that target hardware models that contain `example`:

```
query exampleGetMultipleProvisionRetirementActions($filter: [ProvisionFieldFilter!]) {
  provisionRetirementActions(filter: $filter) {
    edges {
      cursor
      node {
        id
        definitionID
      }
    }
    pageInfo {
      hasNextPage
      hasPreviousPage
      startCursor
      endCursor
    }
    totalRecords
  }
}
```

Include the variable in the **Variables** panel or in your variables dictionary:

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```
{
  "filter": {
    "filterField": "model",
    "value": "example"
  }
}
```

Retirement actions targeting an endpoint serial number

You can retrieve retirement actions that target an endpoint serial number, including partial matches. Define a filter object with the folllowing syntax:

```
{
  filterField: serialNumber,
  value: filter-value
}
```

For example, the following query retrieves retirement actions that target endpoint serial numbers that contain `example`:

```
query exampleGetMultipleProvisionRetirementActions($filter: [ProvisionFieldFilter!]) {
  provisionRetirementActions(filter: $filter) {
    edges {
      cursor
      node {
        id
        definitionID
      }
    }
    pageInfo {
      hasNextPage
      hasPreviousPage
      startCursor
      endCursor
    }
    totalRecords
  }
```

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```
}
```

Include the variable in the **Variables** panel or in your variables dictionary:

```
{
  "filter": {
    "filterField": "serialNumber",
    "value": "example"
  }
}
```

Retirement actions that are at a specific lifecycle status

You can retrieve retirement actions that target a specific lifecycle status, including partial matches. Retirement action statuses include `pending`, `issued`, `information`, `in progress`, `canceled`, and `completed`. Define a filter object with the folllowing syntax:

```
{
  filterField: status,
  value: filter-value
}
```

For example, the following query retrieves retirement actions at a status of `pending`:

```
query exampleGetMultipleProvisionRetirementActions($filter: [ProvisionFieldFilter!]) {
  provisionRetirementActions(filter: $filter) {
    edges {
      cursor
      node {
        id
        definitionID
      }
    }
    pageInfo {
      hasNextPage
```

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```
      hasPreviousPage
      startCursor
      endCursor
    }
    totalRecords
  }
}
```

Include the variable in the **Variables** panel or in your variables dictionary:

```
{
  "filter": {
    "filterField": "status",
    "value": "pending"
  }
}
```

Retirement action results sorting

You can sort retirement action results. Define a sort object with the folllowing syntax:

```
sort: {
    field: field-name,
    order: sort-order
}
```

For example, the following query sorts retirement actions in descending order based on computer name:

```
query exampleGetMultipleProvisionRetirementActions($sort:
ProvisionRetirementActionFieldSort!) {
  provisionRetirementActions(sort: $sort) {
    edges {
      cursor
      node {
        id
```

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```
        definitionID
      }
    }
    pageInfo {
      hasNextPage
      hasPreviousPage
      startCursor
      endCursor
    }
    totalRecords
  }
}
```

Include the variables in the **Variables** panel or in your variables dictionary:

```
{
  "sort": {
    "field": "computerName",
    "order": "desc"
  }
}
```

Cancel a retirement action

`mutation.provisionCancelRetirementAction`

Stability: 1.0 - Experimental (Early Development)

CANCEL RETIREMENT ACTION

The `provisionCancelRetirementAction` mutation requires Provision 1.19 or later and the **Provision Retirement Actions write** permission.

The following mutation cancels the retirement action that matches the ID `12`, updating the status from `pending` to `canceled`.



This mutation has no effect if the retirement action status is not equal to `pending`.

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```
mutation exampleProvisionCancelRetirementAction($input: ID!) {
  provisionCancelRetirementAction(input: $input) {
    retirementAction {
      id
      definitionID
      status
      eventLogs {
        edges {
          node {
            id
            stepName
            status
            details
            actionID
            messageID
            createdTime
            endpointActionCode
          }
        }
        totalRecords
      }
      notes {
        comment
        requestedBy
        ticketNumber
      }
      manualEntry
      ipAddress
      natIPAddress
      createdTime
      updatedTime
      createdBy {
        persona {
          id
```

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```
            name
          }
          user {
            id
            username
            displayName
          }
        }
        updatedBy {
          persona {
            id
            name
          }
          user {
            id
            username
            displayName
          }
        }
      }
      error {
        message
      }
    }
  }

```

Include the input variable in the **Variables** panel or in your variables dictionary:

```
{
  "input": 12
}
```

Example response:

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```
{
  "data": {
    "provisionCancelRetirementAction": {
      "retirementAction": {
        "id": "12",
        "definitionID": "1",
        "status": "canceled",
        "eventLogs": {
          "edges": [],
          "totalRecords": 0
        },
        "notes": {
          "comment": "this is a comment",
          "requestedBy": "requested by test",
          "ticketNumber": null
        },
        "manualEntry": true,
        "ipAddress": null,
        "natIPAddress": null,
        "createdTime": "2025-02-17T15:37:43.031212Z",
        "updatedTime": "2025-02-17T15:41:55.423116Z",
        "createdBy": {
          "persona": {
            "id": "0",
            "name": null
          },
          "user": {
            "id": "1",
            "username": "admin",
            "displayName": null
          }
        },
        "updatedBy": {
          "persona": {
```


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```
            "id": "0",
            "name": null
          },
          "user": {
            "id": "1",
            "username": "admin",
            "displayName": null
          }
        }
      },
      "error": null
    }
  }
}
```

Create a retirement action

`mutation.provisionCreateRetirementAction`

Stability: 1.0 - Experimental (Early Development)

CREATE RETIREMENT ACTION

The `provisionCreateRetirementAction` mutation requires Provision 1.19 or later and the **Provision Retirement Actions write** permission.

The following mutation creates a retirement action to retire a single endpoint, based on the retirement action definition that matches the ID `1`. You can target an endpoint using either an `endpointID` input value or `targetEndpointParameters` values, but not both.



Device retirement actions are supported on Windows endpoints only.

```
mutation exampleProvisionCreateRetirementAction($input:
ProvisionCreateRetirementActionInput!) {
  provisionCreateRetirementAction(input: $input) {
    retirementAction {
```

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```
      id
      definitionID
      status
      notes {
        comment
        requestedBy
        ticketNumber
      }
      manualEntry
      ipAddress
      natIPAddress
      createdTime
      updatedTime
      createdBy {
        persona {
          id
          name
        }
        user {
          id
          username
          displayName
        }
      }
      updatedBy {
        persona {
          id
          name
        }
        user {
          id
          username
          displayName
        }
```

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```
      }
    }
    error {
      message
    }
  }
}

```

Include the input variables in the **Variables** panel or in your variables dictionary:

```
{
  "input": {
    "definitionID": "1",
    "notes": {
      "comment": "this is a comment",
      "ticketNumber": null,
      "requestedBy": "requested by test"
    },
    "targetEndpointParameters": {
      "computerName": "target computerName",
      "serialNumber": "target serialNumber",
      "manufacturer": "target manufacturer",
      "model": "target model"
    }
  }
}
```

Example response:

```
{
  "data": {
    "provisionCreateRetirementAction": {
```

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```
      "retirementAction": {
        "id": "12",
        "definitionID": "1",
        "status": "pending",
        "notes": {
          "comment": "this is a comment",
          "requestedBy": "requested by test",
          "ticketNumber": null
        },
        "manualEntry": true,
        "ipAddress": null,
        "natIPAddress": null,
        "createdTime": "2025-02-17T15:37:43.031212Z",
        "updatedTime": "2025-02-17T15:37:43.031212Z",
        "createdBy": {
          "persona": {
            "id": "0",
            "name": null
          },
          "user": {
            "id": "1",
            "username": "admin",
            "displayName": null
          }
        },
        "updatedBy": {
          "persona": {
            "id": "0",
            "name": null
          },
          "user": {
            "id": "1",
            "username": "admin",
            "displayName": null
```


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```
            }
          }
        },
        "error": null
      }
    }
}
```

Create a retirement action definition

`mutation.provisionCreateRetirementActionDefinition`

Stability: 1.0 - Experimental (Early Development)

CREATE RETIREMENT ACTION DEFINITION

The `provisionCreateRetirementActionDefinition` mutation requires Provision 1.19 or later and the **Provision Retirement Action Definitions write** permission.

Create a retirement action definition as a template for retirement actions. Configure retirement action options based on the following:

- If `userLock` is set to `true`, `userUnlock` must be set to `false`.
- If `userUnlock` is set to `true`, `userLock`, `deleteFiles`, and `bitlockerFreeze` must all be set to `false`.
- If `deleteFiles` is set to `true`, `userUnlock` must be set to `false`.

  BEST PRACTICE

  For the best results, if `deleteFiles` is set to `true`, set `userLock` and `bitlockerFreeze` to `true`, and assign a value to `bitlockerMessage`.

- If `bitlockerFreeze` is set to `true`, `userUnlock` must be set to `false`, and you must assign a value to `bitlockerMessage`.

  BEST PRACTICE

  For the best results, if `bitlockerFreeze` is set to `true`, set `userLock` to `true`.

NOTE

Device retirement actions are supported on Windows endpoints only.

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NOTE

Set `enabled` to `true` to allow users to create a retirement action using this retirement action definition.

The following mutation creates a retirement action definition with `userUnlock` set equal to `true`, and defined notes:

```
mutation exampleProvisionCreateRetirementActionDefinition($input:
ProvisionCreateRetirementActionDefinitionInput!) {
  provisionCreateRetirementActionDefinition(input: $input) {
    actionDefinition {
      id
      name
      description
      endpointActionOptions {
        userLock
        userUnlock
        deleteFiles
        bitlockerFreeze
        bitlockerMessage
      }
      enabled
      deletedTime
      createdTime
      updatedTime
      createdBy {
        user {
          username
          id
          displayName
        }
        persona {
          name
          id
        }
      }
      updatedBy {
```

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```
        user {
          username
          id
          displayName
        }
        persona {
          name
          id
        }
      }
      notesDefinition {
        requestedBy {
          notesRequired
          label
        }
        ticketNumber {
          notesRequired
          label
        }
        comment {
          notesRequired
          label
        }
      }
      retirementActionsCount
    }
    error {
      message
      retryable
    }
  }
}
```

Include the input variables in the **Variables** panel or in your variables dictionary:

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```
{
  "input": {
    "name": "Example retirement action definition",
    "description": "example retirement action definition",
    "endpointActionOptions": {
      "userLock": false,
      "userUnlock": true,
      "deleteFiles": false,
      "bitlockerFreeze": false,
      "bitlockerMessage": ""
    },
    "enabled": true,
    "notesDefinition": {
      "requestedBy": {
        "label": "requestedBy label",
        "notesRequired": "OPTIONAL"
      },
      "comment": {
        "label": "comment label",
        "notesRequired": "REQUIRED"
      },
      "ticketNumber": {
        "notesRequired": "NOT_ALLOWED"
      }
    }
  }
}
```

Example response:

```
{
  "data": {
    "provisionCreateRetirementActionDefinition": {
      "actionDefinition": {
```

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```
        "id": "6",
        "name": "Example retirement action definition",
        "description": "example retirement action definition",
        "endpointActionOptions": {
          "userLock": false,
          "userUnlock": true,
          "deleteFiles": false,
          "bitlockerFreeze": false,
          "bitlockerMessage": ""
        },
        "enabled": true,
        "deletedTime": null,
        "createdTime": "2025-02-17T15:07:40.792724Z",
        "updatedTime": "2025-02-17T15:07:40.792724Z",
        "createdBy": {
          "user": {
            "username": "admin",
            "id": "1",
            "displayName": null
          },
          "persona": {
            "name": null,
            "id": "0"
          }
        },
        "updatedBy": {
          "user": {
            "username": "admin",
            "id": "1",
            "displayName": null
          },
          "persona": {
            "name": null,
            "id": "0"
```


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```
            }
          },
          "notesDefinition": {
            "requestedBy": {
              "notesRequired": "OPTIONAL",
              "label": "requestedBy label"
            },
            "ticketNumber": {
              "notesRequired": "NOT_ALLOWED",
              "label": null
            },
            "comment": {
              "notesRequired": "REQUIRED",
              "label": "comment label"
            }
          },
          "retirementActionsCount": 0
        },
        "error": null
      }
    }
}
```


Delete one or more retirement action definitions

`mutation.provisionDeleteRetirementActionDefinitions`

Stability: 1.0 - Experimental (Early Development)

DELETE RETIREMENT ACTION DEFINITIONS

The `provisionDeleteRetirementActionDefinitions` mutation requires Provision 1.19 or later and the **Provision Retirement Action Definitions write** permission.

Delete one or more retirement action definitions that match the input IDs.

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NOTE

If you delete a retirement action definition, the `deleted_at` value is updated to the current timestamp. You can still get the retirement action definition in a query request, but cannot use it to create retirement actions.

NOTE

Deleting a retirement action definition does not affect any retirement actions based on the retirement action definition.

The following mutation deletes the retirement action definitions that match the IDs `1` and `2`.

```
mutation exampleProvisionDeleteRetirementActionDefinitions($input:
ProvisionDeleteRetirementActionDefinitionsInput!) {
  provisionDeleteRetirementActionDefinitions(input: $input) {
    error {
      message
    }
  }
}
```

Include the input variables in the **Variables** panel or in your variables dictionary:

```
{
  "input": {
    "ids": [
      "1",
      "2"
    ]
  }
}
```

Example response:

```
{
  "input": {
```

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```
    "ids": [
      "1",
      "2"
    ]
  }
}
```

Get a retirement action by ID

`query.provisionRetirementAction`

Stability: 1.0 - Experimental (Early Development)

GET RETIREMENT ACTION BY ID

The `provisionRetirementAction` query requires Provision 1.19 or later and the **Provision Retirement Actions read** permission.

The following query retrieves the retirement action that matches the ID `1`.

```
query exampleGetProvisionRetirementAction($ref: IdRefInput!) {
  provisionRetirementAction(ref: $ref) {
    id
    definitionID
    status
    notes {
      requestedBy
      ticketNumber
      comment
    }
    manualEntry
    targetEndpointParameters {
      computerName
      serialNumber
      manufacturer
      model
    }
    endpointID
```

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```
    ipAddress
    natIPAddress
    createdTime
    updatedTime
    eventLogs {
      edges {
        cursor
        node {
          id
          stepName
          status
          details
          actionID
          messageID
          createdTime
          endpointActionCode
        }
      }
      pageInfo {
        hasNextPage
        hasPreviousPage
        startCursor
        endCursor
      }
      totalRecords
    }
    createdBy {
      user {
        username
        id
        displayName
      }
      persona {
        id
```

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```
          name
        }
      }
      updatedBy {
        user {
          username
          id
          displayName
        }
        persona {
          id
          name
        }
      }
    }
}
```

Include the ID variable in the **Variables** panel or in your variables dictionary:

```
{
  "ref": {
    "id": "1"
  }
}
```

Example response:

```
{
  "data": {
    "provisionRetirementAction": {
      "id": "12",
      "definitionID": "1",
      "status": "pending",
```

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```
      "notes": {
        "requestedBy": "updated requested by",
        "ticketNumber": null,
        "comment": "updated new comment"
      },
      "manualEntry": true,
      "targetEndpointParameters": {
        "computerName": "target computerName",
        "serialNumber": "target serialNumber",
        "manufacturer": "target manufacturer",
        "model": "target model"
      },
      "endpointID": "",
      "ipAddress": null,
      "natIPAddress": null,
      "createdTime": "2025-02-17T15:44:51.771139Z",
      "updatedTime": "2025-02-17T15:48:06.389774Z",
      "eventLogs": {
        "edges": [],
        "pageInfo": {
          "hasNextPage": false,
          "hasPreviousPage": false,
          "startCursor": null,
          "endCursor": null
        },
        "totalRecords": 0
      },
      "createdBy": {
        "user": {
          "username": "admin",
          "id": "1",
          "displayName": null
        },
        "persona": {
```


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```
          "id": "0",
          "name": null
        }
      },
      "updatedBy": {
        "user": {
          "username": "admin",
          "id": "1",
          "displayName": null
        },
        "persona": {
          "id": "0",
          "name": null
        }
      }
    }
  }
}
```

Get a retirement action definition by ID

`query.provisionRetirementActionDefinition`

Stability: 1.0 - Experimental (Early Development)

GET RETIREMENT ACTION DEFINITION BY ID

The `provisionRetirementActionDefinition` query requires Provision 1.19 or later and the **Provision Retirement Action Definitions read** permission.

The following query retrieves the retirement action definition that matches the ID `1`.

```
query exampleGetProvisionRetirementActionDefinitionByID($ref: IdRefInput!) {
  provisionRetirementActionDefinition(ref: $ref) {
    id
    name
```

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```
    description
    endpointActionOptions {
      userLock
      userUnlock
      deleteFiles
      bitlockerFreeze
      bitlockerMessage
    }
    enabled
    deletedTime
    createdTime
    updatedTime
    createdBy {
      user {
        id
        username
        displayName
      }
      persona {
        id
        name
      }
    }
    updatedBy {
      user {
        id
        username
        displayName
      }
      persona {
        id
        name
      }
    }
```

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```
    notesDefinition {
      requestedBy {
        notesRequired
        label
      }
      ticketNumber {
        notesRequired
        label
      }
      comment {
        notesRequired
        label
      }
    }
    retirementActionsCount
  }
}
```

Include the ID variable in the **Variables** panel or in your variables dictionary:

```
{
  "ref": {
    "id": "1"
  }
}
```

Example response:

```
{
  "data": {
    "provisionRetirementActionDefinition": {
      "id": "1",
      "name": "Example retirement action definition",
```

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```
      "description": "example description",
      "endpointActionOptions": {
        "userLock": false,
        "userUnlock": true,
        "deleteFiles": false,
        "bitlockerFreeze": false,
        "bitlockerMessage": ""
      },
      "enabled": true,
      "deletedTime": null,
      "createdTime": "2025-02-17T15:07:40.792724Z",
      "updatedTime": "2025-02-17T15:07:40.792724Z",
      "createdBy": {
        "user": {
          "id": "1",
          "username": "admin",
          "displayName": null
        },
        "persona": {
          "id": "0",
          "name": null
        }
      },
      "updatedBy": {
        "user": {
          "id": "1",
          "username": "admin",
          "displayName": null
        },
        "persona": {
          "id": "0",
          "name": null
        }
      },
```


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```
      "notesDefinition": {
        "requestedBy": {
          "notesRequired": "OPTIONAL",
          "label": "requestedBy label"
        },
        "ticketNumber": {
          "notesRequired": "NOT_ALLOWED",
          "label": ""
        },
        "comment": {
          "notesRequired": "REQUIRED",
          "label": "comment label"
        }
      },
      "retirementActionsCount": 0
    }
  }
}
```

Get multiple retirement action definitions

`query.provisionRetirementActionDefinitions`

Stability: 1.0 - Experimental (Early Development)

GET MULTIPLE RETIREMENT ACTION DEFINITIONS

The `provisionRetirementActionDefinitions` query requires Provision 1.19 or later and the **Provision Retirement Action Definitions read** permission.

The following query retrieves the first `2` retirement action definitions.

```
query exampleGetMultipleProvisionRetirementActionDefinitions($first: Int) {
  provisionRetirementActionDefinitions(first: $first) {
    edges {
      cursor
```

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```
      node {
        id
        name
        description
        endpointActionOptions {
          userLock
          userUnlock
          deleteFiles
          bitlockerFreeze
          bitlockerMessage
        }
        enabled
        deletedTime
        createdTime
        updatedTime
        createdBy {
          user {
            username
            id
            displayName
          }
          persona {
            id
            name
          }
        }
        updatedBy {
          user {
            username
            id
            displayName
          }
          persona {
            id
```

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```
            name
          }
        }
        notesDefinition {
          requestedBy {
            label
            notesRequired
          }
          ticketNumber {
            label
            notesRequired
          }
          comment {
            label
            notesRequired
          }
        }
        retirementActionsCount
      }
    }
    pageInfo {
      hasNextPage
      hasPreviousPage
      startCursor
      endCursor
    }
    totalRecords
  }
}
```

Include the pagination variable in the **Variables** panel or in your variables dictionary:

```
{
  "first": 2
```

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```
}
```

Example response:


```
{
  "data": {
    "provisionRetirementActionDefinitions": {
      "edges": [
        {
          "cursor": "ZGVmaW5pdGlvbjow",
          "node": {
            "id": "2",
            "name": "example retirement action definition 2",
            "description": "example description",
            "endpointActionOptions": {
              "userLock": false,
              "userUnlock": false,
              "deleteFiles": true,
              "bitlockerFreeze": false,
              "bitlockerMessage": ""
            },
            "enabled": true,
            "deletedTime": null,
            "createdTime": "2023-08-09T19:51:31.623351Z",
            "updatedTime": "2023-08-09T19:53:01.446715Z",
            "createdBy": {
              "user": {
                "username": "admin",
                "id": "1",
                "displayName": null
              },
              "persona": {
                "id": "0",
                "name": null
```


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```
            }
          },
          "updatedBy": {
            "user": {
              "username": "admin",
              "id": "1",
              "displayName": null
            },
            "persona": {
              "id": "0",
              "name": null
            }
          },
          "notesDefinition": {
            "requestedBy": {
              "label": "",
              "notesRequired": "OPTIONAL"
            },
            "ticketNumber": {
              "label": "",
              "notesRequired": "REQUIRED"
            },
            "comment": {
              "label": "",
              "notesRequired": "OPTIONAL"
            }
          },
          "retirementActionsCount": 2
        }
      },
      {
        "cursor": "ZGVmaW5pdGlvbjox",
        "node": {
          "id": "1",
```


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```
            "name": "example retirement action definition",
            "description": "",
            "endpointActionOptions": {
              "userLock": true,
              "userUnlock": false,
              "deleteFiles": false,
              "bitlockerFreeze": true,
              "bitlockerMessage": "Please contact the Helpdesk to unlock"
            },
            "enabled": true,
            "deletedTime": null,
            "createdTime": "2023-07-21T13:16:05.660767Z",
            "updatedTime": "2023-08-09T19:50:40.716427Z",
            "createdBy": {
              "user": {
                "username": "admin",
                "id": "1",
                "displayName": null
              },
              "persona": {
                "id": "0",
                "name": null
              }
            },
            "updatedBy": {
              "user": {
                "username": "admin",
                "id": "1",
                "displayName": null
              },
              "persona": {
                "id": "0",
                "name": null
              }
```


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```
            },
            "notesDefinition": {
              "requestedBy": {
                "label": "Admin User",
                "notesRequired": "REQUIRED"
              },
              "ticketNumber": {
                "label": "",
                "notesRequired": "NOT_ALLOWED"
              },
              "comment": {
                "label": "",
                "notesRequired": "NOT_ALLOWED"
              }
            },
            "retirementActionsCount": 1
          }
        }
      ],
      "pageInfo": {
        "hasNextPage": true,
        "hasPreviousPage": false,
        "startCursor": "ZGVmaW5pdGlvbjow",
        "endCursor": "ZGVmaW5pdGlvbjox"
      },
      "totalRecords": 8
    }
  }
}
```


Get multiple retirement actions

`query.provisionRetirementActions`

Stability: 1.0 - Experimental (Early Development)

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GET MULTIPLE RETIREMENT ACTIONS

The `provisionRetirementActions` query requires Provision 1.19 or later and the **Provision Retirement Actions read** permission.

The following query retrieves the first `2` retirement actions.

```
query exampleGetMultipleProvisionRetirementActions($sort: ProvisionRetirementActionFieldSort!, $filter: [ProvisionFieldFilter!]) {
  provisionRetirementActions(sort: $sort, filter: $filter) {
    edges {
      cursor
      node {
        id
        definitionID
        status
        notes {
          requestedBy
          ticketNumber
          comment
        }
        manualEntry
        targetEndpointParameters {
          computerName
          serialNumber
          manufacturer
          model
        }
        endpointID
        ipAddress
        natIPAddress
        createdTime
        updatedTime
        eventLogs {
          edges {
            cursor
```

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```
            node {
              id
              stepName
              status
              details
              actionID
              messageID
              createdTime
              endpointActionCode
            }
          }
          pageInfo {
            hasNextPage
            hasPreviousPage
            startCursor
            endCursor
          }
          totalRecords
        }
        createdBy {
          user {
            username
            id
            displayName
          }
          persona {
            id
            name
          }
        }
        updatedBy {
          user {
            username
            id
```

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```
            displayName
          }
          persona {
            id
            name
          }
        }
      }
    }
    pageInfo {
      hasNextPage
      hasPreviousPage
      startCursor
      endCursor
    }
    totalRecords
  }
}
```

Include the sort and filter variables in the **Variables** panel or in your variables dictionary:

```
{
  "sort": {
    "field": "computerName",
    "order": "desc"
  },
  "filter": {
    "value": "Win",
    "filterField": "computerName"
  }
}

```

Example response:

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```
{
  "data": {
    "provisionRetirementActions": {
      "edges": [
        {
          "cursor": "cmV0aXJlbWVudEFjdGlvbjow",
          "node": {
            "id": "1",
            "definitionID": "12",
            "status": "canceled",
            "notes": {
              "requestedBy": "example requestor",
              "ticketNumber": "n/a",
              "comment": "canceled"
            },
            "manualEntry": false,
            "targetEndpointParameters": {
              "computerName": "example computer",
              "serialNumber": "1234567890abcdef",
              "manufacturer": "example manufacturer",
              "model": "example model"
            },
            "endpointID": "12345",
            "ipAddress": null,
            "natIPAddress": null,
            "createdTime": "2024-02-22T19:58:28.193981Z",
            "updatedTime": "2024-02-22T20:18:03.226979Z",
            "eventLogs": {
              "edges": [],
              "pageInfo": {
                "hasNextPage": false,
                "hasPreviousPage": false,
                "startCursor": null,
                "endCursor": null
```


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```
            },
            "totalRecords": 0
          },
          "createdBy": {
            "user": {
              "username": "admin",
              "id": "1",
              "displayName": null
            },
            "persona": {
              "id": "0",
              "name": null
            }
          },
          "updatedBy": {
            "user": {
              "username": "admin",
              "id": "1",
              "displayName": null
            },
            "persona": {
              "id": "0",
              "name": null
            }
          }
        }
      },
      {
        "cursor": "cmV0aXJlbWVudEFjdGlvbjox",
        "node": {
          "id": "2",
          "definitionID": "12",
          "status": "inProgress",
          "notes": {
```


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```
            "requestedBy": "example requestor",
            "ticketNumber": "12345678",
            "comment": null
          },
          "manualEntry": false,
          "targetEndpointParameters": {
            "computerName": "example computer 2",
            "serialNumber": "VMware-12 34 56 78 90 ab cd ef-12 34 56 78 90 ab cd ef",
            "manufacturer": "VMware, Inc.",
            "model": "VMware20,1"
          },
          "endpointID": "23456",
          "ipAddress": "192.0.2.10:8443",
          "natIPAddress": "192.0.2.20",
          "createdTime": "2023-08-28T20:00:52.62558Z",
          "updatedTime": "2025-02-03T19:47:07.99349Z",
          "eventLogs": {
            "edges": [
              {
                "cursor": "ZXZlbnRsb2c6MA==",
                "node": {
                  "id": "1",
                  "stepName": "begin-action",
                  "status": "completed",
                  "details": "",
                  "actionID": "2",
                  "messageID": "0",
                  "createdTime": "2023-09-18T17:30:06.565055Z",
                  "endpointActionCode": 0
                }
              },
              {
                "cursor": "ZXZlbnRsb2c6MQ==",
                "node": {
```


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```
                    "id": "2",
                    "stepName": "Confirmation",
                    "status": "issued",
                    "details": "Retirement accepted, execution has started.",
                    "actionID": "2",
                    "messageID": "0",
                    "createdTime": "2023-09-18T17:30:06.626969Z",
                    "endpointActionCode": 4608
                  }
                },
                {
                  "cursor": "ZXZlbnRsb2c6Mg==",
                  "node": {
                    "id": "3",
                    "stepName": "DeviceWipe",
                    "status": "issued",
                    "details": "Step started.",
                    "actionID": "2",
                    "messageID": "0",
                    "createdTime": "2023-09-18T17:30:06.64245Z",
                    "endpointActionCode": 512
                  }
                },
                {
                  "cursor": "ZXZlbnRsb2c6Mw==",
                  "node": {
                    "id": "4",
                    "stepName": "DeviceWipe",
                    "status": "information",
                    "details": "Device wipe is in progress.",
                    "actionID": "2",
                    "messageID": "0",
                    "createdTime": "2023-09-18T17:30:06.64245Z",
                    "endpointActionCode": 17232
```


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```
      }
    },
    {
      "cursor": "ZXZlbnRsb2c6NA==",
      "node": {
        "id": "5",
        "stepName": "DeviceWipe",
        "status": "information",
        "details": "Modifying standby and monitor timeout power settings.",
        "actionID": "2",
        "messageID": "0",
        "createdTime": "2023-09-18T17:30:06.64245Z",
        "endpointActionCode": 17248
      }
    },
    {
      "cursor": "ZXZlbnRsb2c6NQ==",
      "node": {
        "id": "6",
        "stepName": "DeviceWipe",
        "status": "information",
        "details": "Verifying standby and monitor timeout power settings.",
        "actionID": "2",
        "messageID": "0",
        "createdTime": "2023-09-18T17:30:06.64245Z",
        "endpointActionCode": 17249
      }
    },
    {
      "cursor": "ZXZlbnRsb2c6Ng==",
      "node": {
        "id": "7",
        "stepName": "DeviceWipe",
        "status": "completed",
```


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```
                    "details": "Standby and monitor timeout power settings modified.",
                    "actionID": "2",
                    "messageID": "0",
                    "createdTime": "2023-09-18T17:30:06.64245Z",
                    "endpointActionCode": 17504
                  }
                },
                {
                  "cursor": "ZXZlbnRsb2c6Nw==",
                  "node": {
                    "id": "8",
                    "stepName": "DeviceWipe",
                    "status": "issued",
                    "details": "Step resumed.",
                    "actionID": "2",
                    "messageID": "0",
                    "createdTime": "2023-09-18T17:34:06.349452Z",
                    "endpointActionCode": 513
                  }
                },
                {
                  "cursor": "ZXZlbnRsb2c6OA==",
                  "node": {
                    "id": "9",
                    "stepName": "DeviceWipe",
                    "status": "information",
                    "details": "Device wipe is in progress.",
                    "actionID": "2",
                    "messageID": "0",
                    "createdTime": "2023-09-18T17:34:06.365397Z",
                    "endpointActionCode": 17232
                  }
                }
              ],
```


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```
                "pageInfo": {
                  "hasNextPage": true,
                  "hasPreviousPage": false,
                  "startCursor": "ZXZlbnRsb2c6MA==",
                  "endCursor": "ZXZlbnRsb2c6MTk="
                },
                "totalRecords": 27
              },
              "createdBy": {
                "user": {
                  "username": "admin",
                  "id": "1",
                  "displayName": null
                },
                "persona": {
                  "id": "0",
                  "name": null
                }
              },
              "updatedBy": {
                "user": {
                  "username": "admin",
                  "id": "1",
                  "displayName": null
                },
                "persona": {
                  "id": "0",
                  "name": null
                }
              }
            }
          }
        ],
        "pageInfo": {
```


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```
        "hasNextPage": false,
        "hasPreviousPage": false,
        "startCursor": "cmV0aXJlbWVudEFjdGlvbjow",
        "endCursor": "cmV0aXJlbWVudEFjdGlvbjox"
      },
      "totalRecords": 2
    }
  }
}
```

Resolve a retirement action

`mutation.provisionResolveRetirementAction`

Stability: 1.0 - Experimental (Early Development)

RESOLVE RETIREMENT ACTION

The `provisionResolveRetirementAction` mutation requires Provision 1.19 or later and the **Provision Retirement Actions write** permission.

The following mutation resolves the retirement action that matches the ID `1`, updating the status from `in progress` to `completed`.



This mutation has no effect if the retirement action status is not equal to `in progress`.

```
mutation exampleProvisionResolveRetirementAction($input: ID!) {
  provisionResolveRetirementAction(input: $input) {
    retirementAction {
      id
      definitionID
      status
      eventLogs {
        edges {
          node {
            id
```

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```
            stepName
            status
            details
            actionID
            messageID
            createdTime
            endpointActionCode
          }
        }
        totalRecords
      }
      notes {
        comment
        requestedBy
        ticketNumber
      }
      manualEntry
      ipAddress
      natIPAddress
      createdTime
      updatedTime
      createdBy {
        persona {
          id
          name
        }
        user {
          id
          username
          displayName
        }
      }
      updatedBy {
        persona {
```

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```
            id
            name
          }
          user {
            id
            username
            displayName
          }
        }
      }
      error {
        message
      }
    }
}

```

Include the input variable in the **Variables** panel or in your variables dictionary:

```
{
  "input": 1
}
```

Example response:

```
{
  "data": {
    "provisionResolveRetirementAction": {
      "retirementAction": {
        "id": "12",
        "definitionID": "1",
        "status": "completed",
        "eventLogs": {
```

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```
            "edges": [],
            "totalRecords": 0
          },
          "notes": {
            "comment": null,
            "requestedBy": null,
            "ticketNumber": null
          },
          "manualEntry": true,
          "ipAddress": null,
          "natIPAddress": null,
          "createdTime": "2025-02-17T16:35:25.039883Z",
          "updatedTime": "2025-02-17T16:59:27.427305Z",
          "createdBy": {
            "persona": {
              "id": "0",
              "name": null
            },
            "user": {
              "id": "1",
              "username": "admin",
              "displayName": null
            }
          },
          "updatedBy": {
            "persona": {
              "id": "0",
              "name": null
            },
            "user": {
              "id": "1",
              "username": "admin",
              "displayName": null
            }
```


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```
        }
      },
      "error": null
    }
  }
}
```

Update the notes associated with a retirement action

`mutation.provisionUpdateRetirementAction`

Stability: 1.0 - Experimental (Early Development)

UPDATE RETIREMENT ACTION NOTES

The `provisionUpdateRetirementAction` mutation requires Provision 1.19 or later and the **Provision Retirement Actions write** permission.

The following mutation updates the `comment`, `requestedBy`, and `ticketNumber` values associated with the retirement action that matches the ID `12`.



This mutation does not support updating other retirement action fields.

```
mutation exampleProvisionUpdateRetirementActionNotes($input:
ProvisionUpdateRetirementActionInput!) {
  provisionUpdateRetirementAction(input: $input) {
    retirementAction {
      id
      definitionID
      status
      eventLogs {
        edges {
          node {
            id
            stepName
            status
```

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```
            details
            actionID
            messageID
            createdTime
            endpointActionCode
          }
        }
        totalRecords
      }
      notes {
        comment
        requestedBy
        ticketNumber
      }
      manualEntry
      ipAddress
      natIPAddress
      createdTime
      updatedTime
      createdBy {
        persona {
          id
          name
        }
        user {
          id
          username
          displayName
        }
      }
      updatedBy {
        persona {
          id
          name
```

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```
        }
        user {
          id
          username
          displayName
        }
      }
    }
    error {
      message
    }
  }
}
```

Include the input variables in the **Variables** panel or in your variables dictionary:

```
{
  "input": {
    "id": "12",
    "notes": {
      "requestedBy": "updated requested by",
      "ticketNumber": null,
      "comment": "updated new comment"
    }
  }
}
```

Example response:

```
{
  "data": {
    "provisionUpdateRetirementAction": {
```

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```
      "retirementAction": {
        "id": "12",
        "definitionID": "1",
        "status": "pending",
        "eventLogs": {
          "edges": [],
          "totalRecords": 0
        },
        "notes": {
          "comment": "updated new comment",
          "requestedBy": "updated requested by",
          "ticketNumber": null
        },
        "manualEntry": true,
        "ipAddress": null,
        "natIPAddress": null,
        "createdTime": "2025-02-17T15:44:51.771139Z",
        "updatedTime": "2025-02-17T15:48:06.389774Z",
        "createdBy": {
          "persona": {
            "id": "0",
            "name": null
          },
          "user": {
            "id": "1",
            "username": "admin",
            "displayName": null
          }
        },
        "updatedBy": {
          "persona": {
            "id": "0",
            "name": null
          },
```


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```
            "user": {
              "id": "1",
              "username": "admin",
              "displayName": null
            }
          }
        },
        "error": null
      }
    }
}
```


Update a retirement action definition

`mutation.provisionUpdateRetirementActionDefinition`

Stability: 1.0 - Experimental (Early Development)

UPDATE RETIREMENT ACTION DEFINITION

The `provisionUpdateRetirementActionDefinition` mutation requires Provision 1.19 or later and the **Provision Retirement Action Definitions write** permission.

Update the retirement action definition that matches an input ID. Configure retirement action options based on the following:

- If `userLock` is set to `true`, `userUnlock` must be set to `false`.
- If `userUnlock` is set to `true`, `userLock`, `deleteFiles`, and `bitlockerFreeze` must all be set to `false`.
- If `deleteFiles` is set to `true`, `userUnlock` must be set to `false`.

  BEST PRACTICE

  For the best results, if `deleteFiles` is set to `true`, set `userLock` and `bitlockerFreeze` to `true`, and assign a value to `bitlockerMessage`.

- If `bitlockerFreeze` is set to `true`, `userUnlock` must be set to `false`, and you must assign a value to `bitlockerMessage`.

  BEST PRACTICE

  For the best results, if `bitlockerFreeze` is set to `true`, set `userLock` to `true`.

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NOTE

Device retirement actions are supported on Windows endpoints only.

NOTE

Set `enabled` to `true` to allow users to create a retirement action using this retirement action definition.

The following mutation updates the retirement action definition that matches the ID `1` with different retirement action settings:

```
mutation exampleProvisionUpdateRetirementActionDefinition($input:
ProvisionUpdateRetirementDefinitionInput!) {
  provisionUpdateRetirementActionDefinition(input: $input) {
    actionDefinition {
      id
      name
      description
      endpointActionOptions {
        userLock
        userUnlock
        deleteFiles
        bitlockerFreeze
        bitlockerMessage
      }
      enabled
      deletedTime
      createdTime
      updatedTime
      createdBy {
        user {
          username
          id
          displayName
        }
        persona {
          name
          id
```

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```
        }
      }
      updatedBy {
        user {
          username
          id
          displayName
        }
        persona {
          name
          id
        }
      }
      notesDefinition {
        requestedBy {
          notesRequired
          label
        }
        ticketNumber {
          notesRequired
          label
        }
        comment {
          notesRequired
          label
        }
      }
      retirementActionsCount
    }
    error {
      message
      retryable
    }
  }
}
```

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Include the input variables in the **Variables** panel or in your variables dictionary:

```
{
  "input": {
    "id": "1",
    "name": "Example retirement action definition update",
    "description": "example description update",
    "endpointActionOptions": {
      "userLock": true,
      "userUnlock": false,
      "deleteFiles": true,
      "bitlockerFreeze": true,
      "bitlockerMessage": "example BitLocker message"
    },
    "enabled": true,
    "notesDefinition": {
      "requestedBy": {
        "label": "requestedBy label new",
        "notesRequired": "REQUIRED"
      },
      "comment": {
        "label": "comment label new",
        "notesRequired": "OPTIONAL"
      },
      "ticketNumber": {
        "notesRequired": "REQUIRED",
        "label": "new label"
      }
    }
  }
}
```

Example response:

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```
{
  "data": {
    "provisionUpdateRetirementActionDefinition": {
      "actionDefinition": {
        "id": "1",
        "name": "Example retirement action definition update",
        "description": "example description update",
        "endpointActionOptions": {
          "userLock": true,
          "userUnlock": false,
          "deleteFiles": true,
          "bitlockerFreeze": true,
          "bitlockerMessage": "example BitLocker message"
        },
        "enabled": true,
        "deletedTime": null,
        "createdTime": "2025-02-17T15:10:36.447904Z",
        "updatedTime": "2025-02-17T15:15:50.940297Z",
        "createdBy": {
          "user": {
            "username": "admin",
            "id": "1",
            "displayName": null
          },
          "persona": {
            "name": null,
            "id": "0"
          }
        },
        "updatedBy": {
          "user": {
            "username": "admin",
            "id": "1",
            "displayName": null
```


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```
            },
            "persona": {
              "name": null,
              "id": "0"
            }
          },
          "notesDefinition": {
            "requestedBy": {
              "notesRequired": "REQUIRED",
              "label": "requestedBy label new"
            },
            "ticketNumber": {
              "notesRequired": "REQUIRED",
              "label": "new label"
            },
            "comment": {
              "notesRequired": "OPTIONAL",
              "label": "comment label new"
            }
          },
          "retirementActionsCount": 0
        },
        "error": null
      }
    }
}
```


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