

Tanium™ Appliance User Guide

Autonomous IT. Unstoppable Business.

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Tanium Appliance overview

This guide describes how to deploy Tanium Appliances with Tanium™ Core Platform roles and how to use the Tanium™ Operating System (TanOS) menus.

For information about physical Appliance support and the support lifecycle of TanOS, see Support for Tanium Appliances on page 307.

The Tanium Appliance is designed for the low-latency and high-throughput needs of the Tanium Core Platform. The Tanium Appliance runs a tuned, hardened Linux-based operating system (OS). Deploying a Tanium Appliance provides the following advantages:

- Built and tested with specified hardware components that are proven to support the indicated deployment sizes.
- Easy-to-use TanOS menus to quickly configure and deploy Tanium Core Platform roles.
- Eliminates challenges or side-effects of OS patch deployments. Tanium tests updates to the OS and provides RPM updates that are simple to install.
- Eliminates adverse interactions with third-party tools or drivers.
- Eliminates issues when provisioning service accounts needed by Tanium Core Platform components and solution modules.
- Eliminates difficulty troubleshooting across components that were designed by multiple vendors. Tanium is the single point of contact for hardware (physical Tanium Appliance), OS, and application support.
- Reduces additional licensing costs for OS and database products. TanOS is based on a Linux OS and the Tanium Server role is integrated with a limited access database.
- Saves time. A controlled and consistent Tanium platform environment means high reliability. Your teams can focus on maximizing Tanium value instead of OS and hardware issues.



Tanium prohibits installation of third-party software on Tanium Appliances to preserve the security, supportability, and performance of the Appliance. Access to the underlying operating system is restricted. For more information, see Security of Tanium Appliances on page 307.

Tanium Appliance types

There are three Tanium Appliance options for deploying the Tanium Core Platform:

- Physical Tanium Appliance
- Virtual Tanium Appliance
- Cloud-based Tanium Appliance

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For application of Tanium Appliance types and sizing based on managed endpoint count, see Tanium Appliance options and sizing on page 408.

Physical Tanium Appliance

The Tanium Physical Appliance is a purpose-built, hardened system that provides performance at scale, with rapid diagnostics and response in the event of a hardware failure.

Virtual Tanium Appliance and cloud-based Tanium Appliance

The virtual Tanium Appliance and cloud-based Tanium Appliance are software versions of the Appliance, running on customer-provided hypervisor infrastructure or customer-purchased cloud-provider infrastructure, which provides a hardened, rapidly deployed, and easily managed system to run the Tanium Core Platform.



Tanium does not offer on-premises virtualization infrastructure or cloud hosting for cloud-based Tanium Appliances. You must purchases these services separately.

Appliance roles

You can deploy a Tanium Appliance in any of the following Tanium Core Platform roles:

Tanium™ Server

The core server that communicates with Tanium™ Clients. The Tanium Server also runs Tanium™ Console and Tanium™ API services and communicates with all other platform and solution components, as well as the content.tanium.com servers that host Tanium content packs and Tanium solutions. The Tanium Server depends on a database server that is installed when the Tanium Server role is installed.

Tanium™ Module Server

A dedicated server to run application services and store files for Tanium solution modules. It is installed on a separate Tanium Appliance to prevent intentional or accidental scripts from having a direct impact on the Tanium Server.

Tanium™ Zone Server

A server typically deployed in an enterprise DMZ network or another separate network with limited access to proxy traffic between Tanium Clients that reside there and a Tanium Server that resides on the trusted core network.

All-in-One

A Tanium Server, Tanium Module Server, and database server on the same Appliance. You can optionally use separate Zone Servers with an All-in-One Tanium Appliance, but you cannot use additional Tanium Servers or Module Servers. Use Tanium Appliances configured with the All-in-One role only for evaluation purposes. Tanium does not support All-in-One deployments in production environments.

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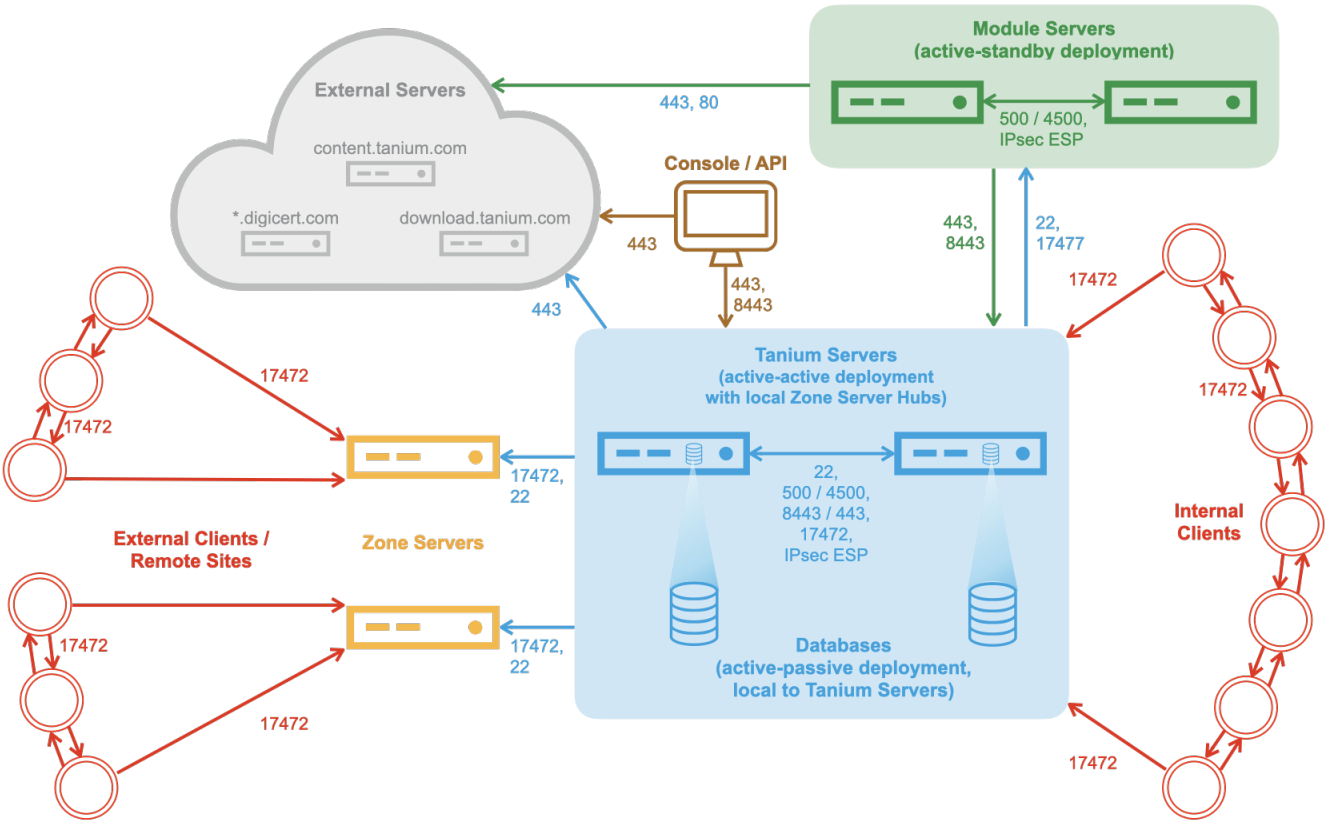
Topology

In an enterprise production deployment, the Tanium Server and Tanium Module Server reside on separate Tanium Appliances.

Enterprise production or enterprise lab deployment



TanOS menus

TanOS includes a menu interface to guide you through installation, configuration, and maintenance tasks.

For a reference of TanOS menus, see Reference: TanOS menu map on page 345. Entries are linked to associated topics elsewhere in this guide.

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Tanium Appliance requirements

Review the requirements before you set up and use a Tanium Appliance.

> **NOTE** Any modification to the Licensed Software by Customer or any third-party or failure by Customer to implement any Enhancements to the Licensed Software may void Tanium's obligation to provide Support Services and Tanium's warranties.

Contact Tanium Support for the official security attestation for Tanium™ Appliance. To contact Tanium Support, sign in to https://support.tanium.com.

Tanium Appliance specifications

Review the Tanium Appliance specifications to ensure support for your environment and to determine appropriate sizing. For more information, see Reference: Tanium Appliance sizing and specifications on page 408.

Compatibility among components in a Tanium release

Tanium Appliance software versions

The *TanOS version* is the version of the Appliance operating system and menus. The Appliance operating system software is updated periodically to support new features and to support new Tanium Core Platform features.

The *Tanium version* is the version of the Tanium Core Platform Server component installed on an Appliance. All components must run the Tanium version provided in the same semiannual release bundle with the current TanOS version.

For more information, see the TanOS release notes for your release.

Tanium™ Semiannual Release 2026H1

Tanium™ Semiannual Release 2026H1 includes new versions of the following components:

- **Tanium Operating System (TanOS):** The operating system that runs on each Appliance
- **Tanium Core Platform:** The software that runs on Tanium Core Platform Servers, including the Tanium Server, Tanium Module Server, Tanium Zone Server, and Tanium Zone Server Hub
- **Tanium solutions:** The solutions that you have licensed to provide specific functionality in your Tanium environment, including modules, shared services, and content-only solutions
- **Tanium Client:** The service that runs on endpoints to discover and report data in the Tanium environment
- **Tanium™ Endpoint Configuration Toolset:** A collection of tools, such as Tanium™ Client Extensions, that are deployed to endpoints to enable functionality for Tanium solutions

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For version and support information, see 2026H1 release notes.

For more information about Tanium releases, see Tanium Console User Guide: Tanium releases.

Maintenance releases

Maintenance releases provide security and bug fixes for currently supported semiannual releases. These upgrades are typically released monthly, and the support window remains based on the semiannual release. The maintenance release provides new versions only for the components that have fixes since the last update and might or might not contain upgrades for TanOS, Tanium Core Platform, Tanium solutions, Tanium Client, and the Tanium Endpoint Configuration Toolset.

You can skip any maintenance release updates that become available after a semiannual release. When you install the latest maintenance release update, it includes all the updates from any previous maintenance release update.



Install each maintenance release update when it becomes available to ensure your Tanium deployment has all the latest security and bug fixes.

Upgrade process

UPGRADING TANOS, TANIUM CORE PLATFORM, AND TANIUM SOLUTIONS

You must use the versions of TanOS, Tanium Core Platform, and Tanium solutions that are provided in a semiannual release together, or the later versions of each component that are provided in maintenance releases that upgrade the semiannual release. When upgrading to a new semiannual release, you must upgrade these components at the same time, beginning with TanOS. To begin the upgrade, see Upgrade TanOS on Tanium Appliances on page 288.



- After you start the upgrade process for a new semiannual release, you cannot access Tanium solutions until you finish upgrading both the platform and solutions. Make sure to plan a maintenance window with enough time to complete all upgrades.
- As a best practice, upgrade to the latest maintenance release available for semiannual release 2026H1. Do not upgrade to a maintenance release that has an earlier release date than the currently installed maintenance release. For example, if you have a maintenance release from February 1 currently installed, install a maintenance release of the 2026H1 semiannual release from February 1 or later.



If you are installing a maintenance release that does not include a TanOS upgrade, begin the upgrade process with Tanium Core Platform. For more information, see Upgrade Tanium Core Platform in an Appliance deployment on page 295.

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UPGRADING THE TANIUM ENDPOINT CONFIGURATION TOOLSET AND TANIUM CLIENT

You deploy the Tanium Endpoint Configuration Toolset and, optionally, the Tanium Client to endpoints using the change management feature of Tanium Endpoint Configuration. For more information, see Tanium Endpoint Configuration User Guide: Managing endpoint tool upgrade rollouts. If you do not enable Client upgrades in the change management feature, or if you need to upgrade the Tanium Client in upgrade rings for which Client upgrades are not yet enabled, you must upgrade the Tanium Client on endpoints using Client Management or other means to maintain a supported configuration. For more information, see Tanium Client Management User Guide: Upgrading Tanium Clients. Tanium Semiannual Release 2026H1 supports all Tanium Client versions that the Tanium Core Platform supports. Each semiannual release supports the current endpoint configuration toolset and the two previous toolset releases.



To ensure that all the features and fixes are available to endpoints, upgrade the Tanium Client to the version provided in the release, and deploy the Endpoint Configuration Toolset to all endpoints as soon as possible.



You cannot install the Tanium Client on a Tanium Appliance.

SSL certificates

The connections to Tanium Console or the SOAP and REST APIs, the connections between the Tanium Server and the Tanium Module Server, and connections to the Module Server are secured with SSL/TLS certificate and key exchanges. The installation process uses self-signed certificates. For best results, verify the installation with the self-signed certificates before you replace them with your commercial or enterprise certificates signed by a Certificate Authority. Doing this facilitates troubleshooting by separating potential installation issues and SSL issues.

For more information about SSL certificate requirements, see the Secure Tanium Console, API, and Module Server access on Tanium Appliances on page 163.

Tanium Appliance Array

An *Appliance Array* manages the connections and establishes trust between the Tanium Appliances that contain the components of a Tanium deployment. The Appliance Array makes it easy to set up and manage the Appliances.

A typical Appliance Array contains the following Appliances:

- A primary Tanium Server Appliance with an active database
- A secondary Tanium Server Appliance with a passive database
- A Tanium Module Server Appliance
- An optional standby Tanium Module Server Appliance
- One or more Tanium Zone Server Appliances

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IMPORTANT

An Appliance Array is required to manage Tanium Servers and Tanium Module Servers in a Tanium Appliance deployment. For more information about how to install an Appliance Array, see Installing and managing an Appliance Array on page 96.

BEST PRACTICE

Use the Appliance Array to manage Tanium Zone Servers as well. Install and configure a Zone Server separately from the Appliance Array only if the network in which the Zone Server is installed does not allow SSH communication.

Network connectivity and firewall

Tanium components use TCP/IP to communicate. You must work with your network administrator to ensure that the Tanium components are provisioned IP addresses and that DNS can be used to resolve host names.

The Tanium Server must be able to connect to the Module Server. In a redundant cluster, the Tanium Servers must be able to connect to each other over a reliable Ethernet connection. These connections require a minimum throughput of 1 Gbps and a maximum round-trip latency of 30 ms.

The following table summarizes the Tanium processes and default values for ports used in Tanium core platform communication. You might need to configure network firewalls to allow the specified processes to send/receive TCP packets through the ports listed.

Network communication ports used by Tanium Appliances and Tanium Core Platform components

Source	Destination	Port	Protocol	Purpose
All Tanium Appliances	content.tanium.com download.tanium.com *.digicert.com	443	TCP	Tanium Server (`TaniumReceiver.exe`) or Module Server (`TaniumModuleServer.exe`) communication with content.tanium.com to import updates to Tanium Core Platform components and modules; communication from all Tanium Appliances to download TanOS upgrades
All Tanium Appliances	*.digicert.com	80	TCP	Certificate revocation checks (CRL/OCSP) against DigiCert for the DigiCert-signed Tanium binaries and certificates used by content.tanium.com and download.tanium.com. DigiCert serves these checks over HTTP rather than HTTPS, so this port is separate from the port 443 content and download traffic above.
All Tanium Appliances	LDAP servers	389	TCP	(Optional) External LDAP communications for TanOS authentication
All Tanium Appliances	NTP servers	123	UDP	NTP time synchronization

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Network communication ports used by Tanium Appliances and Tanium Core Platform components (continued)

Source	Destination	Port	Protocol	Purpose
All Tanium Appliances	Syslog servers	514	TCP, UDP	(Optional) Syslog monitoring
Console/API users	content.tanium.com *.digicert.com	443	TCP	Download and install solutions to the Tanium Core Platform
Console/API users	Tanium Servers	443, 8443	TCP	Tanium Console/API user workstation (browser) communication with Tanium Servers
Module Servers	Module Servers	500, 4500	UDP	IPsec IKE for setting up a secure channel during Module Server synchronization
Module Servers	Module Servers	Not applicable	IPsec ESP[2]	Protocol for data confidentiality and authentication during Module Server synchronization
Module Servers	Tanium Servers	443, 8443	TCP	Module Server communication with Tanium Servers
Module Servers	Zone Servers[1]	17487	TCP	Used by Zone Servers for Module Server connections using Direct Connect. The default port number is `17487`. If needed, you can specify a different port number when you configure the zone proxy.
		17488	TCP	Used by the Module Server to provision the Zone Proxy on the Zone Server. After the Zone Proxy is provisioned, used for connection status and diagnostics. The Direct Connect Zone Proxy installer automatically configures the firewall on the Zone Server to open port 17488. This port number is not configurable.
SNMP servers	All Tanium Appliances	161	UDP	(Optional) SNMP monitoring
Tanium Clients	Tanium Clients Tanium Servers Zone Servers	17472	TCP	Communication between Tanium Clients (`TaniumClient.exe`), communication between the Clients and the Tanium Servers or Zone Servers
Tanium Clients (external)	Zone Servers[1]	17486	TCP	Used by Zone Servers for endpoint connections to external Clients using Direct Connect. The default port number is `17486`. If needed, you can specify a different port number when you configure the zone proxy.
Tanium Clients (internal)	Module Servers	17475	TCP	Used by the Module Server for endpoint connections to internal Clients using Direct Connect.
Tanium Servers	All Tanium Appliances	22	TCP	SSH, SCP, SFTP communication for Appliance Array management

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Network communication ports used by Tanium Appliances and Tanium Core Platform components (continued)

Source	Destination	Port	Protocol	Purpose
Tanium Servers	LDAP servers	389, 636	TCP	(Optional) External LDAP communications for Tanium Console authentication
Tanium Servers	Module Servers	17477	TCP	Tanium Server communication with Module Servers
Tanium Servers	Tanium Servers	443, 17472	TCP	Communication between active-active Tanium Servers
Tanium Servers	Tanium Servers	500, 4500	UDP	IPsec Internet Key Exchange (IKE) protocol for setting up a secure channel in Tanium Server cluster communications
Tanium Servers	Tanium Servers	Not applicable	IPsec ESP[2]	IP protocol 50, which is used for data confidentiality and authentication in Tanium Server cluster communications
Tanium Servers Module Servers	DNS servers	53	UDP, TCP	DNS resolution for Tanium Servers and Module Servers
Tanium Servers Module Servers	SMB file servers	445	TCP	(Optional) SMB file share access used by Tanium Connect SMB File Share destinations, remote package file sources for TDownloader, and Patch air-gap alternate file locations
Tanium Servers Module Servers	Active Directory domain controllers	88	TCP, UDP	(Optional unless FIPS mode is enabled) Kerberos authentication for SMB file share access. FIPS mode disables NTLM, so the Appliance must reach the domain controllers (KDCs) of the Active Directory realm to obtain Kerberos tickets.
TanOS administrator workstations	All Tanium Appliances	22	TCP	SSH, SCP, SFTP communication for Appliance management
TanOS administrator workstations	All Tanium Appliances	443, 5900	TCP	(Physical Appliances only) iDRAC communications[3]
Zone Server Hub	Zone Servers[1]	17472	TCP	Zone Server Hub (`TaniumZoneServer.exe`) communication with Zone Servers (`TaniumZoneServer.exe`)

[1] These ports are required only when you use a Zone Server.

[2] IPSec Encapsulating Security Payload (ESP) is IP protocol 50 and does not use ports. For IPSec to work properly, you must add custom exceptions to your firewall rules.

[3] These ports need to be open only for the IP address of the dedicated iDRAC port (if applicable). The iDRAC port has an IP address that is different from the TanOS network interfaces. For more information, see Configure the iDRAC interface.

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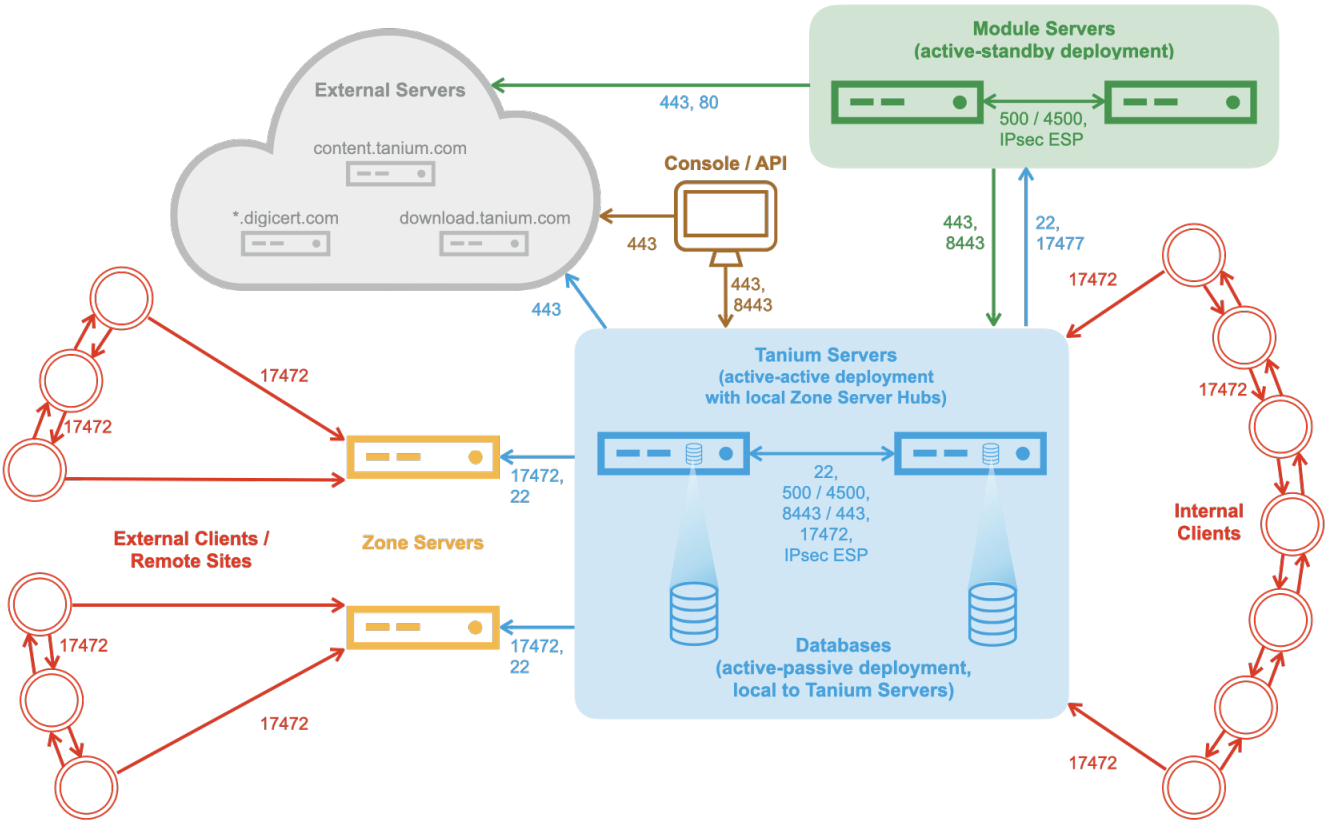
NOTE

Do not allow a Tanium Server, a Module Server, or a Zone Server Hub to accept inbound connections from the internet. On a Zone Server, allow only the Tanium Client port to accept inbound connections from the internet.

The following figure illustrates how the Tanium Core Platform uses ports in an active-active deployment with Appliance infrastructure.

Network communication ports



NOTE

- For the topology of deployments that use a proxy server between Tanium Core Platform Servers and external servers, see Tanium Console User Guide: Overview of proxy servers.
- Tanium™ Direct Connect uses additional ports for communication between Tanium Clients and the Module Server. For more information, see Tanium Direct Connect User Guide: Host and network security requirements.
- For the ports that Tanium Client Management requires for deployment of Tanium Client, see Tanium Client Management User Guide: Network connectivity, ports, and firewalls.

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BEST PRACTICE

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.

To see additional port requirements that are specific to Tanium™ modules and shared services, click the following links to access the associated user guides:

- Tanium™ Asset
- Tanium™ Automate: No additional port requirements
- Tanium™ Benchmark
- Tanium™ Certificate Manager: No additional port requirements
- Tanium™ Client Management
- Tanium™ Cloud Workloads: No additional port requirements
- Tanium™ Comply
- Tanium™ Connect
- Tanium™ Criticality
- Tanium™ Deploy
- Tanium™ Direct Connect
- Tanium™ Directory Query
- Tanium™ Discover
- Tanium™ Endpoint Configuration
- Tanium™ End-User Notifications
- Tanium™ Enforce
- Tanium™ Engage
- Tanium™ Gateway
- Tanium™ Guide
- Tanium™ Health Check
- Tanium™ Impact
- Tanium™ Integrations Gallery
- Tanium™ Integrity Monitor
- Tanium™ Interact
- Tanium™ Investigate

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- Tanium™ Jump Gate: No additional port requirements
- Tanium™ Patch
- Tanium™ Performance
- Tanium™ Provision
- Tanium™ Reporting
- Tanium™ Reputation
- Tanium™ Reveal
- Tanium™ Threat Response
- Tanium™ Trends
- Tanium™ Zero Trust

Internet access (direct or by proxy)

Internet URLs

During installation and ongoing operations, the Tanium Server and the web browser that you use to access Tanium Console must connect to the following URLs to import updates to Tanium Core Platform components and modules:

- `https://content.tanium.com`
- `https://download.tanium.com`
  This URL is required for Tanium Server upgrades.
- `http://*.digicert.com`
  Module imports fails if the Certificate Revocation List is blocked or inaccessible.

If your enterprise network uses SSL intercept technologies, such as man-in-the-middle (MITM) proxies, you must configure them so that they do not prevent the Tanium Server and Tanium Module Server from downloading files from these locations.

If your enterprise security policy does not allow the Tanium Server to access these locations directly, you can use proxy servers. For more information, see Configuring proxy server settings.



You must also enable Tanium Clients to download files from Internet URLs to run certain sensors and packages. For more information, see Tanium Console User Guide: Managing allowed URLs.

The Tanium Server might need to connect to additional URLs based on the solutions you import. For the required URLs for each solution, see the following links:

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- Asset
- Deploy
- Discover
- Direct Connect
- Enforce
- Health Check
- Patch
- Provision
- Reputation

Proxies

If your enterprise network environment requires outbound Internet connections to traverse a proxy server, you can configure settings used to traverse the proxy server. For guidelines on proxy settings, see Configuring proxy server settings for Tanium Appliances on page 91.

Air gap

If you plan to deploy Tanium into an air-gapped environment, see Working with Appliances in an air-gapped environment on page 123.

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Getting started with the Tanium Appliance

To view a graphical, interactive checklist to track your progress with Tanium Appliance deployment, see Tanium Appliance Deployment Workflow.

Step 1: Prepare your environment

(Physical Tanium Appliance) Install and configure the Appliance

If you have one or more physical Tanium Appliances, install the Appliances into a machine room and configure bootstrap network settings.

For more information, see Installing a physical Tanium Appliance in a datacenter on page 42.

(Cloud-based Tanium Appliance) Set up the environment for the Appliance

Configure your environment to host cloud-based Tanium Appliances.

Deploy Tanium Server and Tanium Module Server Appliances into your private subnets and the Tanium Zone Server Appliances into public subnets.



For better resiliency in a cloud-based environment, separate Tanium Server, Tanium Module Server, and Tanium Zone Server Appliances between two zones so that each zone contains each Appliance type.

Step 2: Complete the initial setup

Connect to the TanOS console to configure network settings and initial users.

- For physical Tanium Appliances, see Completing the initial setup (physical Tanium Appliance) on page 52.
- For virtual Tanium Appliances, see Completing the initial setup (virtual Tanium Appliance) on page 67.
- For cloud-based Tanium Appliances, see Completing the initial setup (cloud-based Tanium Appliance) on page 81.

Step 3: Set up an Appliance Array

Use the TanOS console to set up communication between the Appliances and install the components of the Tanium Core Platform from a single Appliance.

For more information, see Installing and managing an Appliance Array on page 96.

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Step 4: Verify the installation

Make sure the components of the Tanium Core Platform installed correctly and that Tanium Clients can report to the Tanium Server.

For more information, see Completing and verifying the Tanium Core Platform installation on Tanium Appliances on page 119.

Step 5: Configure monitoring

Select and configure a method to monitor the health of your Tanium deployment and Appliance infrastructure. For example, if your organization has a syslog server or SNMP manager, you can integrate it with the Appliance for monitoring.

For more information, see Configure Tanium Appliance monitoring on page 256.

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Installing a physical Tanium Appliance in a datacenter

Follow the steps in this topic to rack a physical Tanium Appliance and configure its iDRAC interface and IP address.

This topic is also available as a separate download in PDF format if you or your datacenter team need it for use during installation of the Tanium Appliance in the datacenter. For more information, see the Tanium Appliance Datacenter Guide.

Before you begin, review the specifications of the physical Tanium Appliance, particularly the environmental requirements and physical characteristics, to ensure that the location you selected in your datacenter supports the requirements of the Appliance.

Contents of the box

- Ready Rails mounting kit
- Power cords:
  - **Small or Medium:** C13 to either NEMA 5-15P or C14 plugs
  - **Large or Extra-Large:** C19 to C20
- Hardware manual
- Tanium Hardware Addendum
- Optical transceivers (if the Tanium Appliance was purchased with the fiber network option):
  - **Small or Medium:** Short-range SFP+
  - **Large or Extra-Large (v3):** Short-range SFP+
  - **Large or Extra-Large (v4):** Short-range SFP28

What you need to provide

- Server rack or cabinet
- Two power outlets:
  - **Small or Medium:** NEMA 5-15P wall receptacles or C13 PDU receptacles
  - **Large or Extra-Large:** C19 PDU receptacles

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- Two Ethernet cables with appropriate switch connections:
    - **Copper option:** RJ45 Ethernet cables adequate to support 10GbE
    - **Fiber option**—one of the following:
        - Duplex LC fiber optic cables ((supports 10GbE with included SFP+short-range optics for Small or Medium; supports 25GbE with included SFP28 short-range optics for Large or Extra-Large)
        - SFP28 twinax DAC (Large or Extra-Large v4 only; supports 25GbE)
        - SFP+ twinax DAC (supports 10GbE)

> NOTE
>
> Additional cables and connections might be required for more advanced network configurations. Tanium Support provides guidance if that is necessary.

- • One RJ45 Ethernet cable adequate to support 1GbE for iDRAC
- • KVM console
- • Network settings (fixed IPv4 addresses, subnet mask, and default gateway for NICs and iDRAC interface)

Information tag

The information tag is a slide-out label panel on the front of the chassis. This panel contains identifying information, such as the SKU and serial number (service tag).



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Physical connections

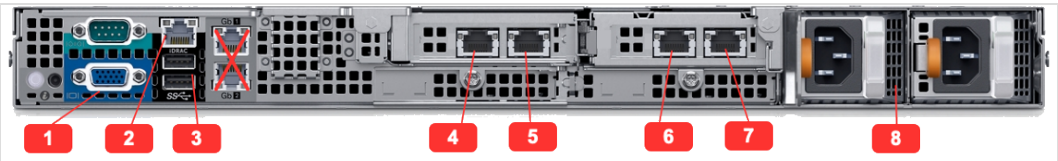
Small/Medium (v4)



The small/medium (v4) Appliance has the following ports for use with deployment:

1	Network interface A1
2	Network interface A2
3	iDRAC network port
4	USB ports for KVM
5	Network interface B1
6	Network interface B2
7	VGA for KVM
8	Power 1 and Power 2 C14 inlets (support locking C13 plugs)

Small/medium (v3)



The small/medium (v3) Appliance has the following ports for use with deployment:

1	VGA for KVM
2	iDRAC network port
3	USB ports for KVM
4	Network interface A1
5	Network interface A2
6	Network interface B1

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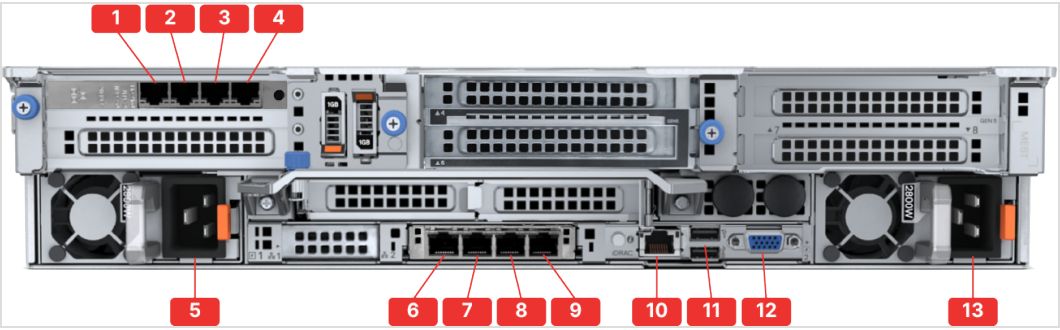
7	Network interface B2
8	Power 1 and Power 2 C14 inlets (support locking C13 plugs)

Large/extra-large (v4)



The large/extra-large (v4) Appliance has the following ports for use with deployment:

1	Network interface A1
2	Network interface A2
3	Network interface A3
4	Network interface A4
5	Power 1 C20 inlet (supports locking C19 plug)
6	Network interface B1
7	Network interface B2
8	Network interface B3
9	Network interface B4
10	iDRAC network port
11	USB ports for KVM
12	VGA for KVM
13	Power 2 C20 inlet (supports locking C19 plug)

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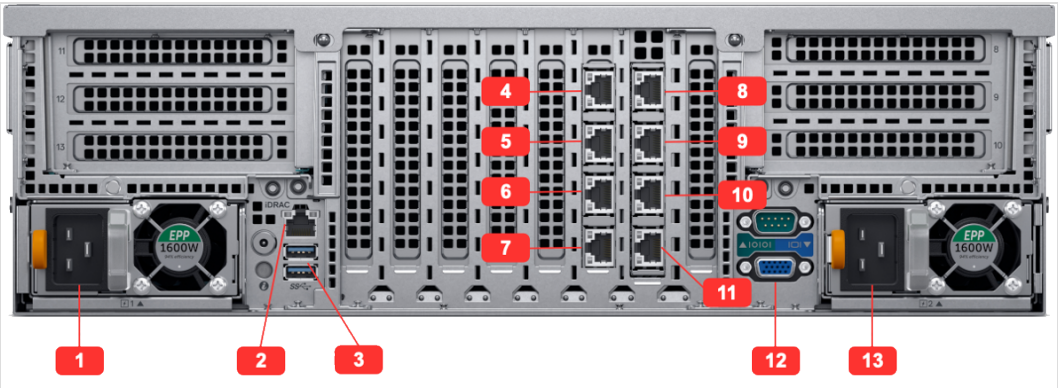
Large/extra-large (v3)



The large/extra-large (v3) Appliance has the following ports for use with deployment:

1	Power 1 C20 inlet (supports locking C19 plug)
2	iDRAC network port
3	USB ports for KVM
4	Network interface A1 (fiber option only; copper option has only two interfaces on this card)
5	Network interface A2
6	Network interface A3
7	Network interface A4 (fiber option only; copper option has only two interfaces on this card)
8	Network interface B1
9	Network interface B2
10	Network interface B3
11	Network interface B4
12	VGA for KVM
13	Power 2 C20 inlet (supports locking C19 plug)

Installation and bootstrap configuration

Install and connect the Tanium Appliance

1. Install the Tanium Appliance into a rack using the Ready Rails kit.

   Install in a location where the Appliance is level, required power receptacles are available, and airflow is adequate for sufficient cooling. For environmental specifications, see Physical Tanium Appliance specifications on page 409.

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Use standard 19” rackmount rails. The Appliance measures approximately 26–33” deep, depending upon the specific model. Small and medium Appliances are 1U; large and extra-large are 2U (3U for the previous version).

TIP For an overview of installation, see the Dell Quick Resource Locator video.

2. Connect the Appliance to a power source. Connect both power supplies to power receptacles. Ensure the power supplies are connected to appropriate circuits and protective devices in accordance with your organizational best practices for fault tolerance.

TIP Two power cords are supplied to connect both fully redundant power supplies.

3. Connect the Appliance to the network.

   - The Tanium Appliance includes two separate network interface cards for redundancy, with fiber or copper connections. (This option was selected when the Appliances were ordered.) Connect the appropriate cables to at least one connection on each NIC and to the appropriate network switch.

IMPORTANT Use the Ethernet ports on the PCIe network cards for Tanium Core Platform traffic. On models that include Ethernet ports on the motherboard, do not use the ports on the motherboard.

BEST PRACTICE Ensure each NIC is connected to a separate switch configured in accordance with your organizational best practices for fault tolerance.

   - Connect the appropriate cable to the iDRAC interface and to the appropriate network switch. The iDRAC interface is labeled on the I/O shield and is a copper connection regardless of whether the Appliance uses fiber connections for other network interfaces.

NOTE

- The Tanium Appliance does not support LACP or respond to LACP packets. If LACP is configured on the network switch, either disable LACP or configure the switch to enable LACP only on ports where an LACP device is detected. A user with the tanadmin role can configure NIC teaming after full initial configuration is complete.
- In rare circumstances, a Tanium Physical Appliance might fail to boot and hang at the TanOS boot screen. In this situation, disable LLDP at the switch or in the Appliance BIOS. LLDP is not supported or required by TanOS. Contact Tanium Support for more information.

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BEST PRACTICE

For reference in case of future troubleshooting, take photos of the Appliance cabling after everything is connected, and provide these photos to the Tanium Appliance administrator (the user with the tanadmin role).

4. Connect a physical or IP-based KVM console to the USB and VGA ports.

Power on the Appliance and configure the iDRAC interface

Use these steps to configure the iDRAC interface. With these steps, you set up the `tanremote` user account, which can be used to complete the initial configuration later.

BEST PRACTICE

For the best results, configure the iDRAC interface for access to the physical Tanium Appliance. This significantly reduces the need to re-enter the data center for Tanium Appliance maintenance in the future.

NOTE

A static IP address is required. DHCP is not supported.

1. Power on the Appliance.
   The boot and start-up processes take a few minutes.
2. When prompted to sign in, specify the user name `tanadmin` and the default password `Tanium1`.
3. Enter `I` (Manage iDRAC).
4. Enter `N` to go to the **Configure iDRAC Network** screen.
5. Follow the prompts to configure the iDRAC network.
6. Enter `P` and follow the prompts to change the password of the `tanremote` user.
7. Ensure you can access the iDRAC virtual console at `http://<iDRAC interface IP address>`.

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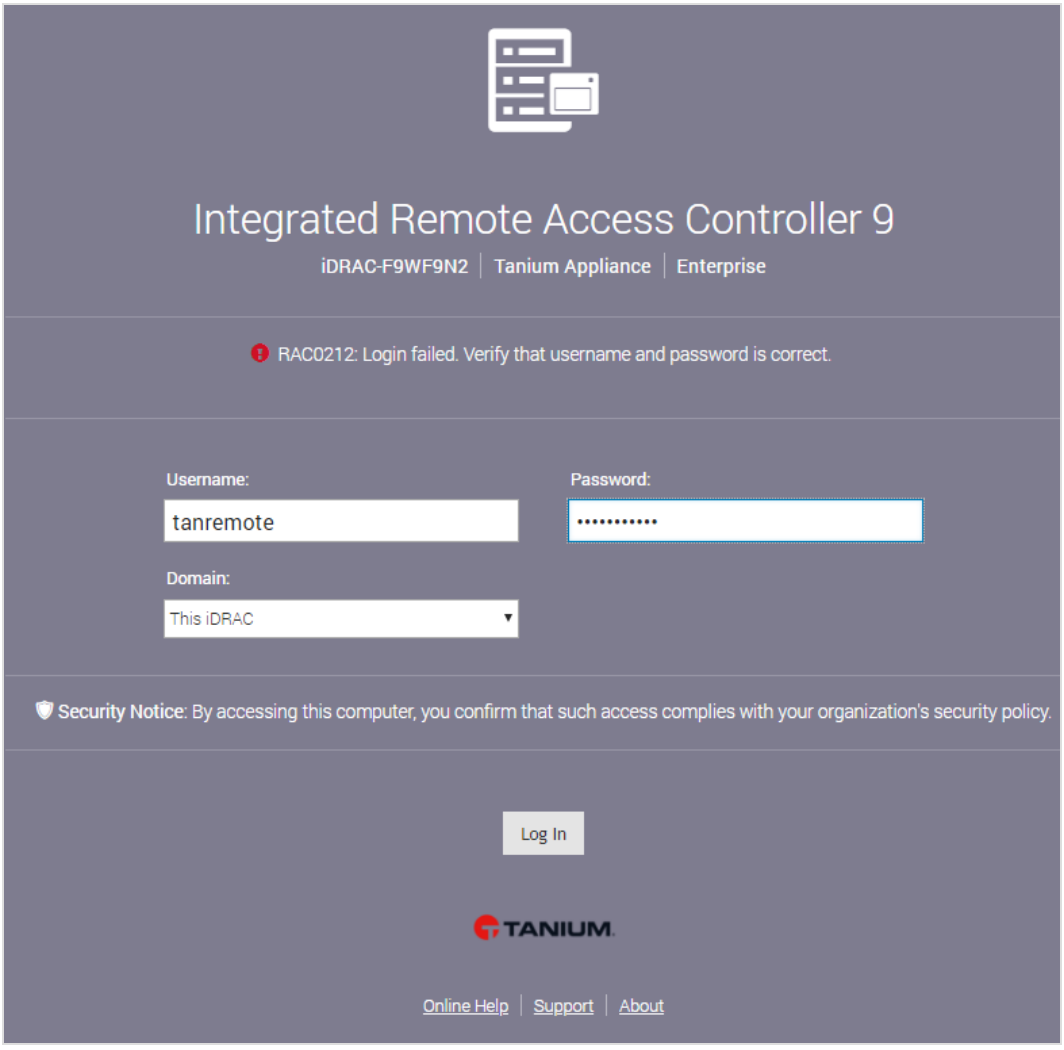
8. Ensure you can sign in with user name `tanremote` and the password that was set with this procedure and then provide the password for the `tanremote` user to your TanOS administrator so that user can complete the initial configuration.



(Optional) Configure the Appliance IP address

Use these steps to assign an IP address to the Appliance. After performing these steps, you can sign out of the TanOS console and a TanOS administrator can connect through SSH later to resume the full initial configuration.

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1. When prompted to sign in, specify the user name `tanadmin` and the default password `Tanium1`.
2. Enter `P` and then follow the prompts to change the password.

   Follow the password policy guidelines closely. Note the password score that appears and aim for a strong password.
3. Press **Enter** to return to the **Initial Configuration** menu.
4. Enter `A`, and then follow the prompts to set the static IP address, IPv6 settings, gateway, and advertised Ethernet speeds. The TanOS console confirms that the settings are applied.

   The IP address setting changes from incomplete to complete.
5. Provide the IP address and the password for the `tanadmin` user to your TanOS administrator so that user can access the Appliance using SSH and complete the initial configuration.

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Performing initial configuration of Tanium Appliances

The first step in deployment of Tanium Appliances is installing physical Tanium Appliances or deploying images to a hypervisor or cloud provider. After Appliances are installed, perform initial configuration of basic network, host, and user settings.

After initial configuration, you configure proxy servers if necessary, install the Appliance Array, and install roles.

The subsequent topics in this section detail the steps to perform initial configuration for physical Tanium Appliances, virtual Tanium Appliances, and cloud-based Tanium Appliances and perform the subsequent setup.

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Completing the initial setup (physical Tanium Appliance)

To begin deployment of Tanium Appliances, install and configure physical Tanium Appliances, and then configure basic network, host, and user settings.

Install and configure physical Tanium Appliances

If you have one or more physical Tanium Appliances, install the Appliances into a machine room and configure bootstrap network settings.

For more information, see Installing a physical Tanium Appliance in a datacenter on page 42.

IMPORTANT

The Tanium Appliance does not support LACP or respond to LACP packets. On a switch that is connected to a Tanium Appliance, either disable LACP or configure the switch to enable LACP only on ports where an LACP device is detected. After initial configuration is complete, a user with the `tanadmin` role can configure static NIC teaming on the Appliance to provide link redundancy.

IMPORTANT

In rare circumstances, a physical Tanium Appliance might fail to boot and hang at the TanOS boot screen. In this situation, it is best to disable LLDP at the switch or in the Appliance BIOS. LLDP is not supported or required by TanOS. Contact Tanium Support for more information.

(FIPS-compliant organizations) Enable FIPS 140-3 mode before initial setup

Enabling Federal Information Processing Standards (FIPS) mode causes the Appliance to use a FIPS-validated cryptographic module for all cryptographic operations. It also ensures that services like SSH use only cryptographic algorithms that FIPS 140-3 allows.

If FIPS mode is required for your organization, you can enable it before you continue with initial setup so that the password and keys that you configure during setup are FIPS-compliant.

BEST PRACTICE

Enable FIPS mode only if you are required to do so for your organization.

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NOTE

- Enabling FIPS mode in TanOS also puts the Tanium Platform in FIPS mode.
- You can later disable FIPS mode if it is not required and it was inadvertently enabled during setup. For more information, see Enable FIPS 140-3 mode on page 220.

1. Sign in to the TanOS console as the `tanadmin` user.
2. Enter `M` and follow the prompt to enable FIPS 140-3 mode and reboot the Appliance, and then continue initial setup.

Configuration options

- Configure iDRAC on page 53 if you want to configure the `tanremote` user account and then continue from the iDRAC interface with initial configuration.
- Configure IP address only on page 55 if you want to complete the network configuration from the console and then later resume initial configuration elsewhere (for example, in a different location through an SSH connection).
- Perform full initial configuration on page 56 if you want to configure the `tanadmin` account and then complete all of the initial configuration steps at once from the console.

Configure iDRAC

Use these steps to configure the iDRAC interface. With these steps, you set up the `tanremote` user account, which can be used to complete the initial configuration later.

BEST PRACTICE

For the best results, configure the iDRAC interface for access to the physical Tanium Appliance. This significantly reduces the need to re-enter the data center for Tanium Appliance maintenance in the future.

NOTE

This configuration might have been completed during physical installation in the datacenter. If so, ask your datacenter team for the password of the `tanremote` user.

Before you begin

You must use a cable to connect the iDRAC interface to your network.

NOTE

A static IP address is required. DHCP is not supported.

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Configure the iDRAC

1. Power on the Appliance.
   The boot and start-up processes take a few minutes.
2. When prompted to sign in, specify the user name `tanadmin` and the default password `Tanium1` or the password set by your data center team when the Tanium Appliance was racked.
3. Enter `I` (Manage iDRAC).
4. Enter `N` to go to the **Configure iDRAC Network** screen.
5. Follow the prompts to configure the iDRAC network.
6. Enter `P` and follow the prompts to change the password of the `tanremote` user.
7. Access the iDRAC virtual console at `http://<iDRAC interface IP address>`.

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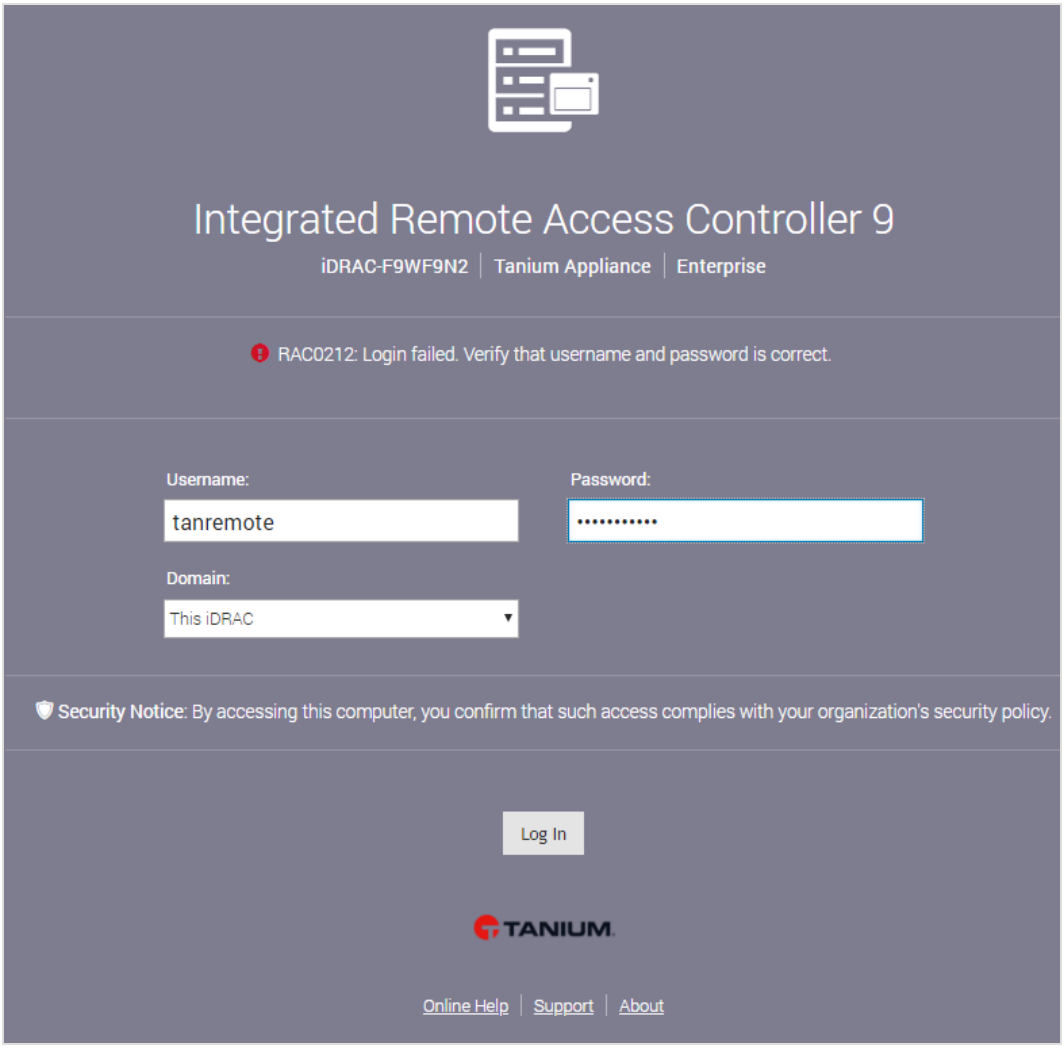
8. Sign in with user name `tanremote` and the password that was set with this procedure and then proceed with the initial configuration. For more information, see Perform full initial configuration on page 56.



Configure IP address only

Use these steps to assign only an IP address to the Appliance. After performing these steps, you can sign out of the TanOS console and connect through SSH later to resume the full initial configuration.

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NOTE

This configuration might have been completed during physical installation in the datacenter. If so, ask your datacenter team for the IP address of the Appliance and the password for the `tanadmin` user.

1. Power on the Appliance.
   The boot and start-up processes take a few minutes.
2. When prompted to sign in, specify the user name `tanadmin` and the default password `Tanium1` or the password set by your data center team when the Tanium Appliance was racked.
3. Enter `P` and then follow the prompts to change the password.

   TIP

   Follow the password policy guidelines closely. Note the password score that appears and aim for a strong password.
4. Press **Enter** to return to the **Initial Configuration** menu.
5. Enter `A`, and then follow the prompts to set the static IP address, IPv6 settings, gateway, and advertised Ethernet speeds. The TanOS console confirms that the settings are applied.
   The IP address setting changes from incomplete to complete.
6. When ready, follow the steps in Perform full initial configuration on page 56.

Perform full initial configuration

You can perform initial configuration in the order that you prefer. As you finish configuring settings, the status changes from incomplete to complete.

NOTE

You may have already completed some of these steps from the data center.

Before you begin

Connect a keyboard, video, and mouse (KVM) to the console port.

Complete the initial configuration

1. Power on the Appliance.
   The boot and start-up processes take a few minutes.
2. When prompted to sign in, specify the user name `tanadmin` and the default password `Tanium1` or the password set by your data center team when the Tanium Appliance was racked.

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3. Enter `P` and then follow the prompts to change the password.

   TIP

   Follow the password policy guidelines closely. Note the password score that appears and aim for a strong password.

   IMPORTANT

   Remember this password and, if possible, store it in a password vault approved by your organization. If you have not created a second privileged user with the tanadmin role, this password cannot be recovered.

4. Press **Enter** to return to the **Initial Configuration** menu.
5. If necessary, enter `A`, and then follow the prompts to set the static IP address, IPv6 settings, gateway, and advertised Ethernet speeds.
6. After the initial configuration screen appears with the updated IP address configuration, enter `N` and then follow the prompts to configure the fully qualified domain name (FQDN).

   IMPORTANT

   Use an FQDN that is accessible from any computer from which a user will access Tanium Console.

7. After the initial configuration screen appears with the updated FQDN configuration, enter `D` and then follow the prompts to set the DNS name servers.
8. After the initial configuration screen appears with the updated DNS configuration, enter `T` and then follow the prompts to set the NTP servers.
9. After the initial configuration screen appears with the updated NTP configuration, enter `E` and then use the spacebar to page through the end-user license agreement (EULA). When complete, press the **Q** key, enter your email address, and enter `YES` to accept.

   The email address is stored locally only. It is not used externally for any reason.
10. (Optional) Configure the iDRAC. This can also be done later from the TanOS menus.
11. Enter `F` to finish initial configuration.

    The Appliance reboots, and when you sign in, the initial configuration menu is replaced by the `tanadmin` menu.

    NOTE

    Before you can finish initial configuration, you must have changed the `tanadmin` password, set the host name and DNS server, configured an NTP server, and accepted the EULA. If any requirement is unmet, TanOS reports which steps remain and exits without completing the configuration.

Access TanOS remotely

To access your Tanium Appliances remotely, note the following requirements.

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- Your local management computer must be connected to a subnet that can reach the Appliance IP address.
- Your management computer must have an SSH client application or terminal emulator that can make a Client connection to the Appliance.
- You must have an SSH client such as PuTTY to sign in to the TanOS console. For PuTTY, use version 0.71 or later.
- You must have an SSH key generator such as ssh-keygen to generate keys for the tancopy user.
- You must have an SFTP client such as WinSCP to copy files to and from the Appliance. For WinSCP, use version 5.15.2 or later.

Watch the tutorial about how to configure WinSCP for the Tanium Appliance.

Configure SSH keys

TanOS has built-in and customer-created user accounts to access the Appliance operating system and perform tasks.

Before you install a Tanium Appliance role, you must add SSH keys to authenticate access for the `tancopy` built-in user. `tancopy` can make an SFTP connection with SSH key authentication to TanOS and copy files to and from the `/incoming` and `/outgoing` directories.



Set up SSH key authentication for all TanOS user accounts.



TanOS does not support self-service password reset methods. If you forget your password, you must ask a user with the tanadmin role to reset it for you. You can avoid this risk by setting up SSH key authentication.

Watch the tutorial about how to configure SSH key authentication for the Tanium Appliance.

Before you begin

- You must have an SSH client to sign in to the TanOS console, and an SFTP client to copy files to and from the Appliance.
- You must have an SSH key generator to generate keys for the `tancopy` user.

Add and test an SSH key for the tancopy user

Add an SSH key for the `tancopy` user, and then test the SFTP connection to confirm that the key works.

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ADD THE SSH KEY FOR THE TANCOPY USER

1. Use an SSH key generator such as ssh-keygen to generate a public/private key pair. Note:
    - Specify an RSA key with 2048 bits (such as `ssh-keygen -t rsa -b 2048`).
    - Specify a passphrase that is easy to remember.
    - Save the private key to a location that you can access when you set up your SFTP client.
2. Copy the text in the public key file to the clipboard. If you use ssh-keygen, copy the contents of the `.pub` file that you created.

    

    In an SSH key exchange, the keys must match exactly, including line endings.
3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `C-U` (User Administration > TanOS User Management).
5. Enter the line number for the `tancopy` user to go to the user administration menu for this user.
6. Enter `A` (Authorized Keys).
7. Enter `A` and follow the prompts to add the contents of the public key generated in Step 1.

TEST THE SFTP CONNECTION WITH THE SSH KEY

Use an SFTP client on your management computer, such as WinSCP in Windows or the `sftp` utility in macOS or Linux, to connect to the Tanium Server Appliance. The following steps demonstrate configuring the connection in WinSCP:

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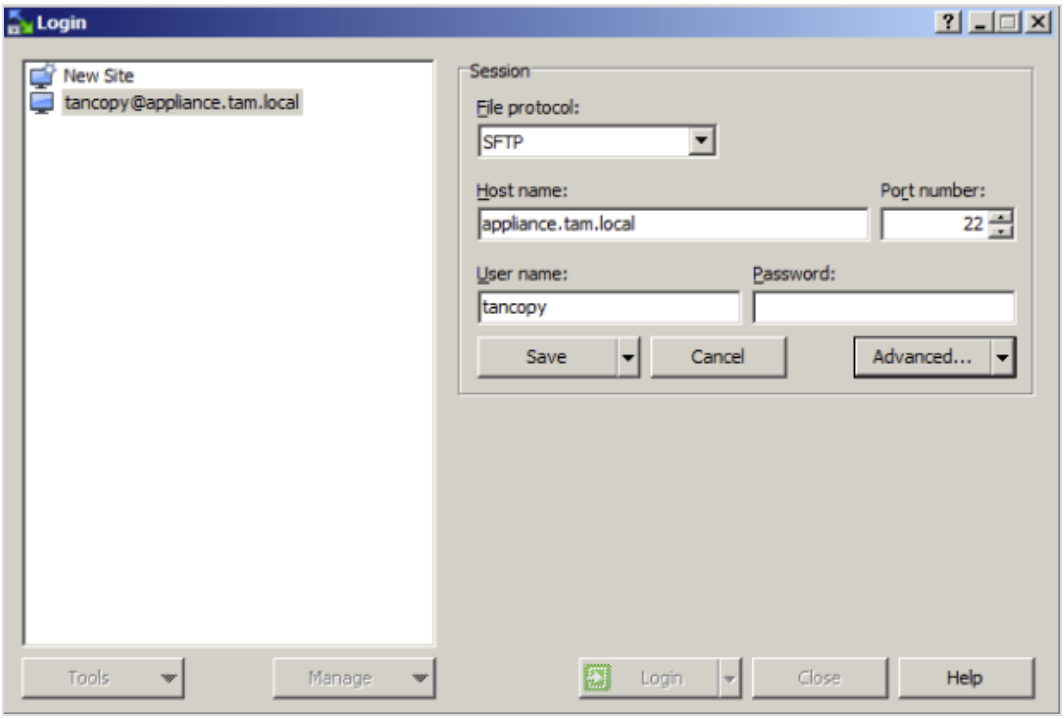
1. Specify `tancopy` for user name.



2. Click **Advanced**.

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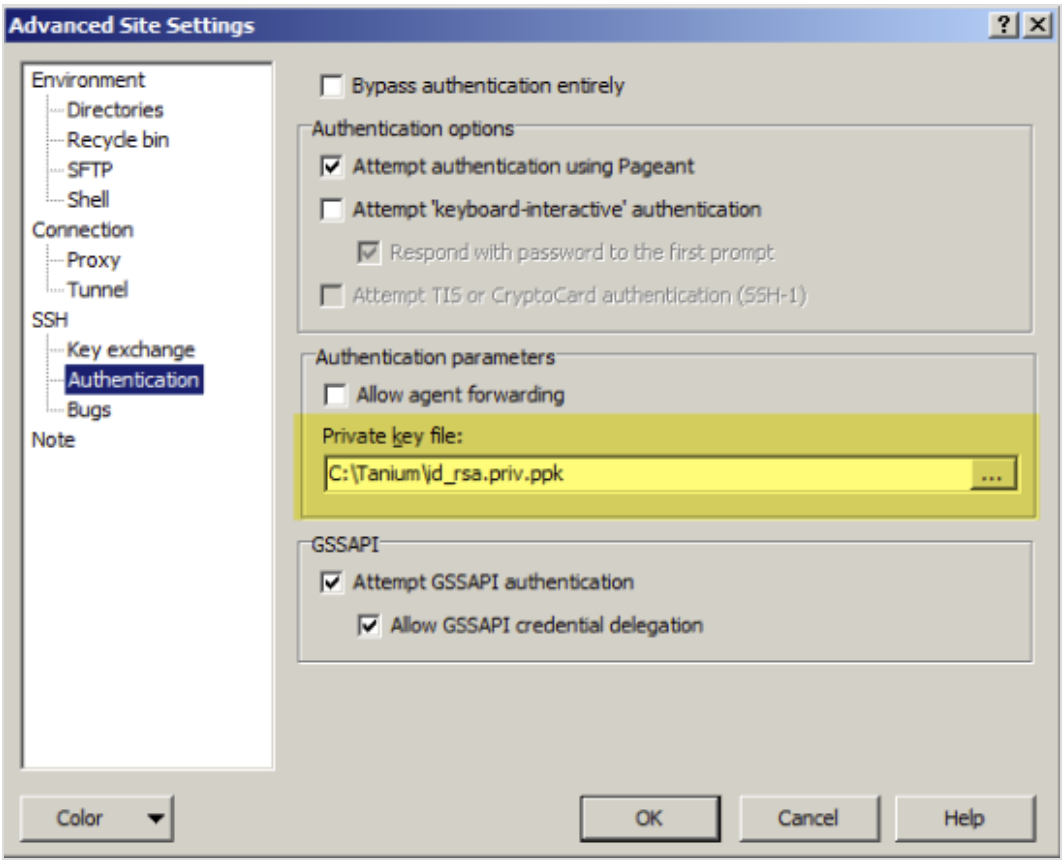
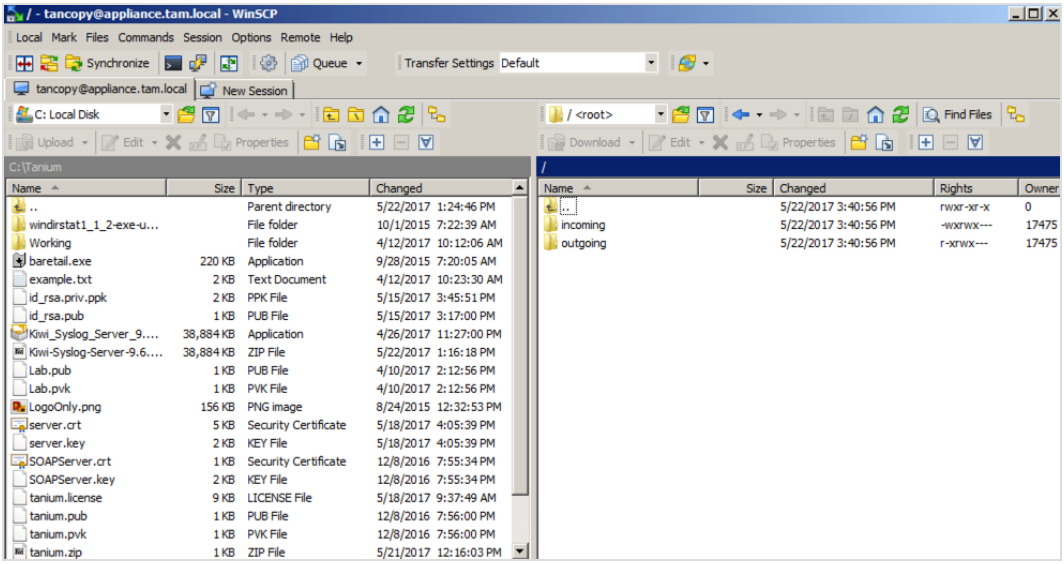
3. Under SSH, browse and select the private key that pairs with the public key uploaded to the Appliance.



4. Save the configuration and click **Login** to initiate the connection.

   Connect to the Appliance and make sure you can access the `/incoming` and `/outgoing` directories.



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Add SSH keys for other TanOS users

It is a best practice to also set up SSH key authentication for TanOS user accounts.

As an alternative to the following procedure, you can use **ssh-copy-id** to add an SSH public key to any TanOS user with the `tanadmin` profile.

1. Use an SSH key generator such as ssh-keygen to generate a public/private key pair. Note:
   - Specify an RSA key with 2048 bits (such as `ssh-keygen -t rsa -b 2048`).
   - Specify a passphrase that is easy to remember.
   - Save the private key to a location that you can access when you set up your SFTP client.
2. Copy all of the text in the public key file to the clipboard. If you use ssh-keygen, copy the contents of the `.pub` file that you created.

   

   In an SSH key exchange, the keys must match exactly, including line endings.
3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `C`-`U` (User Administration > TanOS User Management).
5. Enter the line number of the user account that you want to manage.
6. Enter `A` (Authorized Keys).
7. Enter `A` and follow the prompts to paste the public key generated in Step 1.

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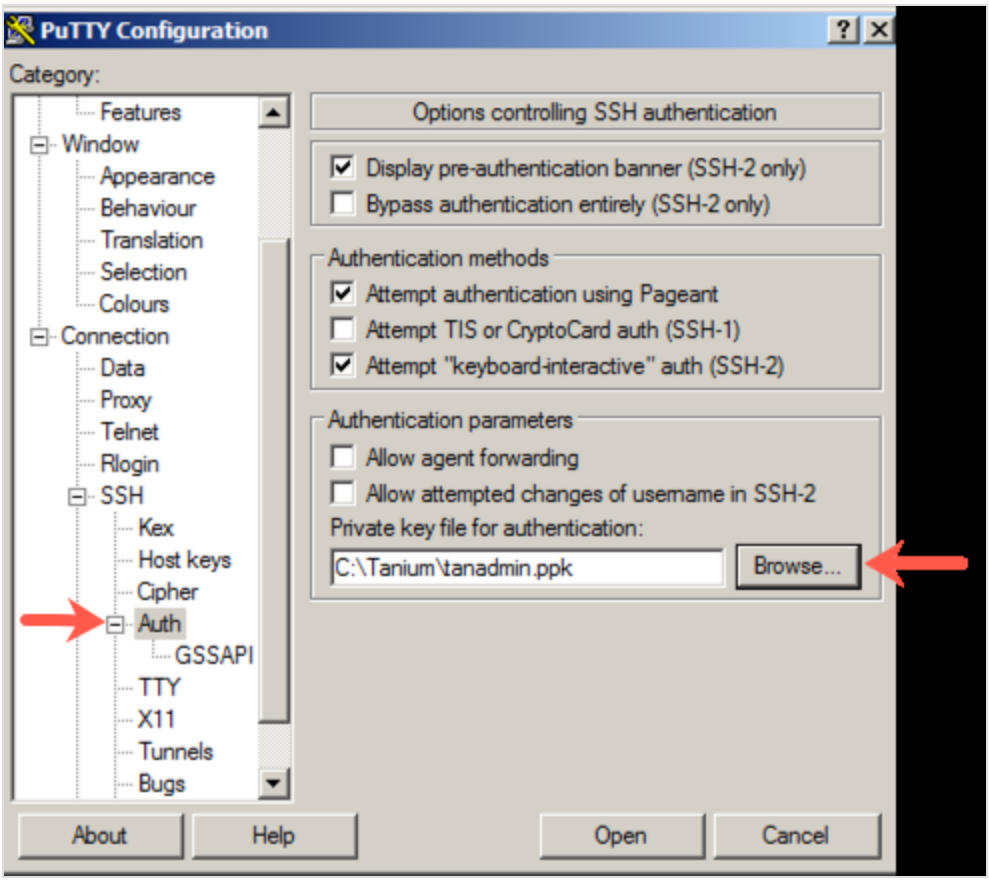
8. To test, on your management computer, set up an SSH client such as PuTTY to connect to the Tanium Server Appliance:

    a. Specify the Tanium Server IP address, port 22, and SSH connection type.

    b. Under SSH, browse and select the private key that pairs with the public key uploaded to the Appliance.



    c. Open the SSH session and enter the `tanadmin` user name.

    d. You are prompted for the SSH key passphrase instead of the `tanadmin` password.

Add TanOS system users

Create additional TanOS system users based on `tanadmin` (privileged) and `tanuser` (restricted) profiles.

> BEST PRACTICE
>
> Create more than one privileged user with the `tanadmin` role in case you forget the password for the built-in `tanadmin` user.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter `A` and follow the prompts to add a system user.

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Export the RAID controller security key

During initial startup, TanOS automatically creates a RAID controller security key with a randomly generated password and uses it to encrypt the virtual disks; export this key and store it in a safe location immediately because it is required for recovery from a controller failure.

The RAID controller security key is used by the controller to lock and unlock access to encryption-capable physical disks. You can export the key and store it in a safe location. During recovery from controller failure, you will need to provide the key. When you run a Health Check, you might see messages alerting you to export the RAID controller security key.

```
Boot Check: Pass (EFI Boot)
Active partition: pass (VolGroup1-root)

>>> Hardware health (will take 1-12 seconds) <<<
hardware type: pass (TV-220)
RAID controller RAID.Integrated.1-1 Security Key: pass
disk encryption: pass


>>> RAID Controller Security Key <<<

RAID Security key check: fail (key has NOT been exported)  <--------

>>> Tanium Application file Permissions <<<

executed checks: 48
failed checks: 4
new health status setting: warning
```

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-X-5` (Appliance Configuration > Advanced Configuration > Export RAID Controller Security Key).
3. Follow the prompts to export the RAID controller security key to the `/outgoing` directory.

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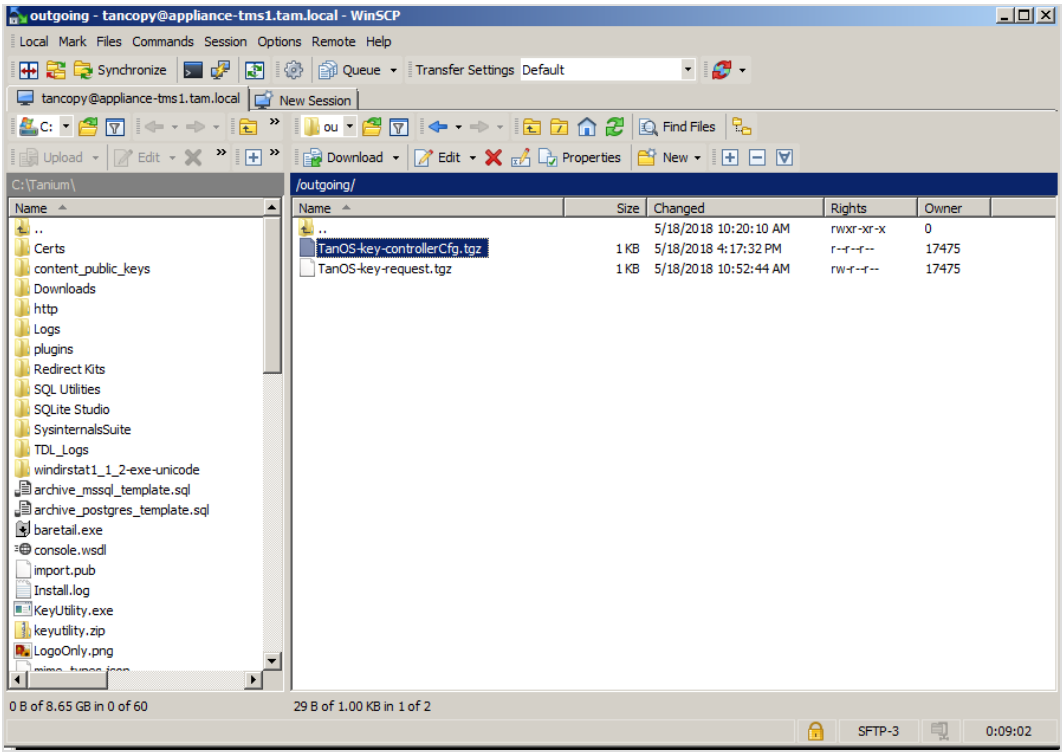
4. Use SFTP to copy the file from the `/outgoing` directory to your local computer.



IMPORTANT

Files copied to the `/outgoing` directory that are older than 24 hours are deleted every day at 02:00 AM UTC. You should copy the RAID controller security key file from the `/outgoing` directory to your local computer **immediately** after you have used the TanOS menu to export it and save it in a protected location. If you lose the RAID controller key file, you can return to the Advanced Menu and export the key file again.

TIP

The default name of the RAID controller key file is TanOS-key-controllerCfg.tgz. It is recommended to change the name to include the host name or serial number of the Appliance it came from before you store it. You likely have more than one Appliance, so a name based on a unique host name or serial number is useful if you later need to locate the correct file.

Export the GRUB key

TanOS automatically generates the GRUB key during initial startup. The GRUB key can be used during the boot sequence to diagnose and recover from failure conditions. You can export the key and store it in a safe location. During recovery, you need to provide the key to Tanium Support for a technician to extract the GRUB password.

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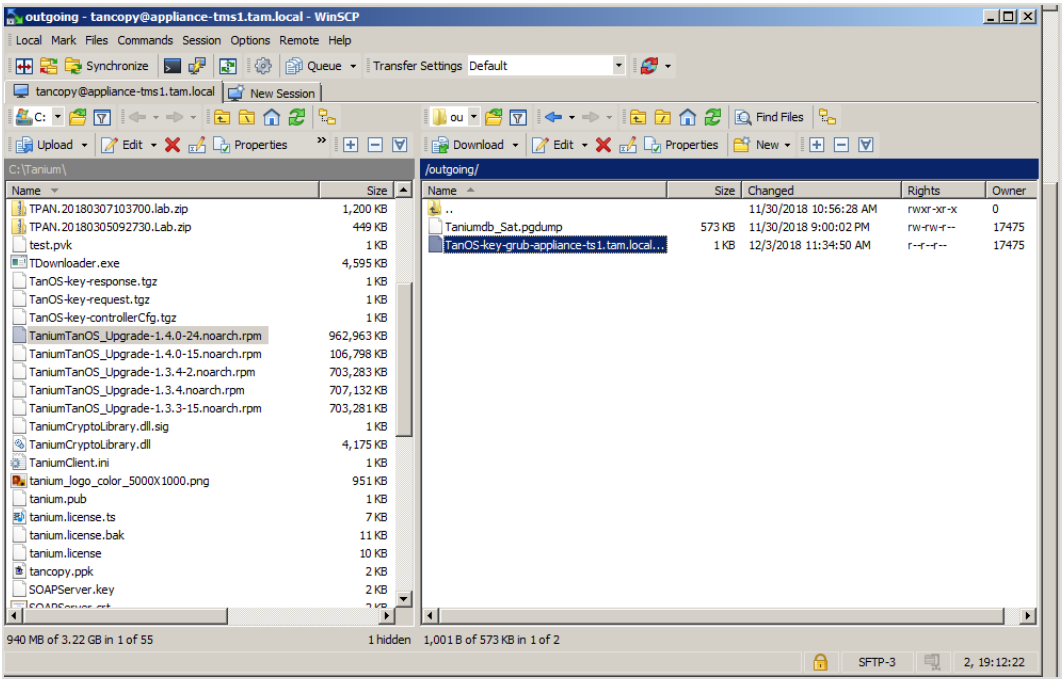
1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-X` (Appliance Configuration > Advanced Configuration).
3. Enter `6` and follow the prompts to export the GRUB key to the `/outgoing` folder.
4. Use SFTP to copy the file from the `/outgoing` directory to your local computer.



What to do next

- It is a best practice to complete iDRAC configuration before you install Tanium Core Platform Servers. For more information, see Manage the iDRAC interface (physical Tanium Appliances only) on page 259.
- When these steps are completed, you can continue with the installation of an Appliance Array.

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Completing the initial setup (virtual Tanium Appliance)

To begin deployment of Tanium Appliances, deploy images to your hypervisor, and then configure basic network, host, and user settings.

Requirements

Hypervisors and image formats

Tanium provides virtual Tanium Appliance images for the following hypervisors:

Hypervisor	Virtual image format	Boot type
KVM	QCOW2	BIOS
VMware ESXi	OVA	UEFI
Microsoft Hyper-V	VHD	UEFI

Download the appropriate virtual image from the **Artifacts** section of your Tanium Account. For more information, see Tanium Account User Guide: View Tanium artifacts.

Each virtual Tanium Appliance image contains the following default settings:

- 16GB RAM
- 4 CPU cores
- 1 NIC
- 500GB disk

Before you start the virtual Appliance for the first time, you might need to use the VM settings utility on the hypervisor to make changes to support the recommended specifications for your deployment size. For more information about sizing, see Cloud-based Tanium Appliance and virtual Tanium Appliance specifications on page 411.

Virtual CPU

The VM on which the virtual Tanium Appliance is installed must use a CPU type that supports the x86-64-v2 architecture. You cannot upgrade to TanOS 1.9.0 or later if the CPU does not support x86-64-v2.

When using FIPS mode on the Appliance, the VM on which the virtual Tanium Appliance is installed must also use a CPU type that supports the RDSEED instruction. For more information about FIPS mode, see (FIPS-compliant organizations) Enable FIPS 140-3 mode before initial setup on page 71.

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Deploy the virtual image to the hypervisor

The steps in this section demonstrate a deployment of the virtual image through VMware ESXi. Perform the corresponding steps for your hypervisor.

IMPORTANT

- Virtual images must be deployed individually to ensure the serial numbers are unique; do not clone virtual images.
- Hyper-V requires the following options when you set up the VM:
  - Create the VM as a **Generation 2** VM.
  - Select the **Enable Secure Boot** option and the **Microsoft UEFI Certificate Authority** template.

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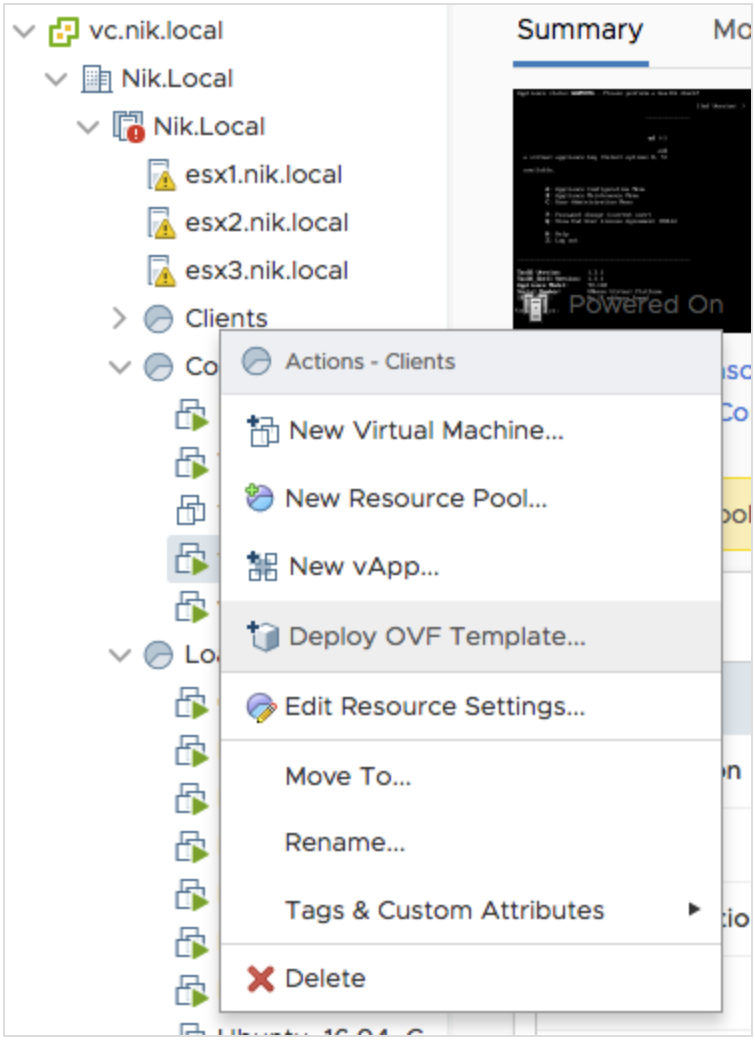
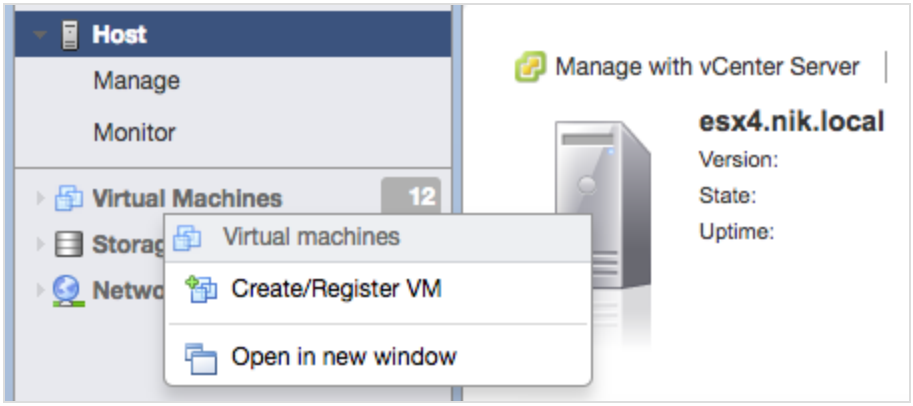
1. Add the virtual image to vSphere or vCenter Server:

   - In vSphere, right-click the resource pool and select **Deploy OVF Template**



   - In vCenter Server, right-click **Virtual Machines** and select **Create/Register VM**.



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2. Select the virtual image file and enter a unique name for the virtual machine.



3. (Optional) Some environments might require changes to network adapter settings or other changes to the virtual image template settings. You might need to increase the settings from the default Cloud-based Tanium Appliance and virtual Tanium Appliance specifications on page 411. If necessary, make the changes before starting the virtual machine.
4. Start the virtual machine.
5. The boot prompt has an option to load the active or inactive partition. Load the active partition (selected by default).

BEST PRACTICE

The TanOS QCOW2 image includes the QEMU guest agent. If you are using a KVM hypervisor, configure a VirtIO serial port in the virtual machine hardware settings to establish a dedicated communication channel between the KVM hypervisor and the QEMU guest agent, which supports graceful shutdowns and snapshot quiescing. TanOS disables operations that allow the hypervisor to access or transfer files, execute commands, or change user passwords inside the guest.

(Optional) Change keyboard mapping for virtual console

If you want to change the keyboard mapping from the default (**us**) to a different layout, you can change this setting before you create a new password for the `tanadmin` user account and start initial configuration.

1. Open the VM host console for the Tanium Appliance and then sign in as the `tanadmin` user with the default password `Tanium1`.
2. Enter `1` (Set Keymap).

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3. Enter `2` to go to a list of available keyboard mappings. Use the spacebar key to page through the list, and then enter the name of the desired mapping.

To change the keyboard mapping at a later time, enter `A-X-8` (Appliance Configuration > Advanced Configuration > Set Virtual Console Keymap).

(FIPS-compliant organizations) Enable FIPS 140-3 mode before initial setup

Enabling Federal Information Processing Standards (FIPS) mode causes the Appliance to use a FIPS-validated cryptographic module for all cryptographic operations. It also ensures that services like SSH use only cryptographic algorithms that FIPS 140-3 allows.

If FIPS mode is required for your organization, you can enable it before you continue with initial setup so that the password and keys that you configure during setup are FIPS-compliant.



Enable FIPS mode only if you are required to do so for your organization.



To use FIPS mode, the VM on which the virtual Tanium Appliance is installed must use a CPU type that supports the RDSEED instruction.



- Enabling FIPS mode in TanOS also puts the Tanium Platform in FIPS mode.
- You can later disable FIPS mode if it is not required and it was inadvertently enabled during setup. For more information, see Enable FIPS 140-3 mode on page 220.

1. Sign in to the TanOS console as the `tanadmin` user.
2. Enter `M` and follow the prompt to enable FIPS 140-3 mode and reboot the Appliance, and then continue initial setup.

Configuration options

- Perform full initial configuration on page 72 if you want to complete all of the initial configuration steps at once from the console.
- Configure IP address only on page 73 if you want to complete the network configuration from the console and then later resume initial configuration elsewhere (for example, in a different location through an SSH connection).

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Perform full initial configuration

You can perform initial configuration in the order that you prefer. As you finish configuring settings, their status in the checklist changes from incomplete to complete.

Before you begin

Configure the password for the `tanadmin` user account. This is required before you can connect to the network and start initial configuration.

Complete the initial configuration

1. Open the VM host console for the Tanium Appliance and then sign in as the `tanadmin` user with the default password `Tanium1`.
   If the IP address was already configured, sign in with the password that was set in the data center, and then proceed with the rest of the initial configuration steps.
2. Enter `P`, and then follow the prompts to change the password.

   Follow the password policy guidelines closely. Note the password score that appears and aim for a strong password.

   

   Remember this password and, if possible, store it in a password vault approved by your organization. If you have not created a second privileged user with the tanadmin role, this password cannot be recovered.
3. Press the **Enter** key to return to the **Initial Configuration** menu.
4. If necessary, enter `A`, and then follow the prompts to set the static IP address, IPv6 settings, and gateway.
5. After the initial configuration screen appears with the updated IP address configuration, enter `N` and then follow the prompts to configure the fully qualified domain name (FQDN).

   

   Use an FQDN that is accessible from any computer from which a user will access Tanium Console.
6. After the initial configuration screen appears with the updated FQDN configuration, enter `D` and then follow the prompts to set the DNS name servers.

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7. After the initial configuration screen appears with the updated DNS configuration, enter `T` and then follow the prompts to set the NTP servers.

   On AWS, GCP, and IBM Cloud appliances, if no NTP server is configured when you finish initial configuration, TanOS automatically sets the default NTP server for the cloud provider. Configure an NTP server manually if you require a specific server.

8. After the initial configuration screen appears with the updated NTP configuration, enter `E` and then use the spacebar to page through the end-user license agreement (EULA). When complete, press the **Q** key, enter your email address, and enter `YES` to accept it.

   The email address is stored locally only. It is not used externally for any reason.

9. Enter `F` to finish initial configuration. The Appliance reboots, and when you sign in, the initial configuration menu is replaced by the `tanadmin` menu.

   

   Before you can finish initial configuration, you must have changed the `tanadmin` password, set the host name and DNS server, configured an NTP server, and accepted the EULA. If any requirement is unmet, TanOS reports which steps remain and exits without completing the configuration.

Configure IP address only

In some virtual infrastructure environments, only the VM administrator has access to the VM console to set up new VMs. If necessary, the VM administrator can use the `tanadmin` account to set up the IP address only so the VM host is accessible through SSH.

Before you begin

- You must be able to access the VM console.
- Configure the password for the `tanadmin` user account. This is required before you can connect to the network and start initial configuration.

Configure the IP address settings

1. Open the VM host console for the Tanium Appliance and then sign in as the `tanadmin` user with the default password `Tanium1`.
2. Enter `P`, and then follow the prompts to change the password.

   Follow the password policy guidelines closely. Note the password score that appears and aim for a strong password.

3. Press the **Enter** key to return to the **Initial Configuration** menu.

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4. Enter `A`, and then follow the prompts to specify the IPv4 address with prefix, and the default IPv4 gateway. You can also configure the IPv6 address with prefix, and the IPv6 gateway. The TanOS console confirms that the settings are applied.

   The IP address setting changes from incomplete to complete. You can sign out of the console and connect through SSH later to resume the initial configuration steps. For more information, see Perform full initial configuration on page 72.

Access TanOS remotely

To access your Tanium Appliances remotely, note the following requirements.

- Your local management computer must be connected to a subnet that can reach the Appliance IP address.
- Your management computer must have an SSH client application or terminal emulator that can make a Client connection to the Appliance.
- You must have an SSH client such as PuTTY to sign in to the TanOS console. For PuTTY, use version 0.71 or later.
- You must have an SSH key generator such as ssh-keygen to generate keys for the tancopy user.
- You must have an SFTP client such as WinSCP to copy files to and from the Appliance. For WinSCP, use version 5.15.2 or later.

Watch the tutorial about how to configure WinSCP for the Tanium Appliance.

Add TanOS system users

Create additional TanOS system users based on `tanadmin` (privileged) and `tanuser` (restricted) profiles.



Create more than one privileged user with the `tanadmin` role in case you forget the password for the built-in `tanadmin` user.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`U` (User Administration > TanOS User Management).
3. Enter `A` and follow the prompts to add a system user.

Configure SSH keys

TanOS has built-in and customer-created user accounts to access the Appliance operating system and perform tasks.

Before you install a Tanium Appliance role, you must add SSH keys to authenticate access for the `tancopy` built-in user. `tancopy` can make an SFTP connection with SSH key authentication to TanOS and copy files to and from the `/incoming` and `/outgoing` directories.

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BEST PRACTICE

Set up SSH key authentication for all TanOS user accounts.

IMPORTANT

TanOS does not support self-service password reset methods. If you forget your password, you must ask a user with the tanadmin role to reset it for you. You can avoid this risk by setting up SSH key authentication.

TIP

Watch the tutorial about how to configure SSH key authentication for the Tanium Appliance.

Before you begin

- You must have an SSH client to sign in to the TanOS console, and an SFTP client to copy files to and from the Appliance.
- You must have an SSH key generator to generate keys for the `tancopy` user.

Add and test an SSH key for the tancopy user

Add an SSH key for the `tancopy` user, and then test the SFTP connection to confirm that the key works.

ADD THE SSH KEY FOR THE TANCOPY USER

1. Use an SSH key generator such as ssh-keygen to generate a public/private key pair. Note:
   - Specify an RSA key with 2048 bits (such as `ssh-keygen -t rsa -b 2048`).
   - Specify a passphrase that is easy to remember.
   - Save the private key to a location that you can access when you set up your SFTP client.
2. Copy the text in the public key file to the clipboard. If you use ssh-keygen, copy the contents of the `.pub` file that you created.

   IMPORTANT

   In an SSH key exchange, the keys must match exactly, including line endings.
3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `C-U` (User Administration > TanOS User Management).
5. Enter the line number for the `tancopy` user to go to the user administration menu for this user.
6. Enter `A` (Authorized Keys).
7. Enter `A` and follow the prompts to add the contents of the public key generated in Step 1.

TEST THE SFTP CONNECTION WITH THE SSH KEY

Use an SFTP client on your management computer, such as WinSCP in Windows or the `sftp` utility in macOS or Linux, to connect to the Tanium Server Appliance. The following steps demonstrate configuring the connection in WinSCP:

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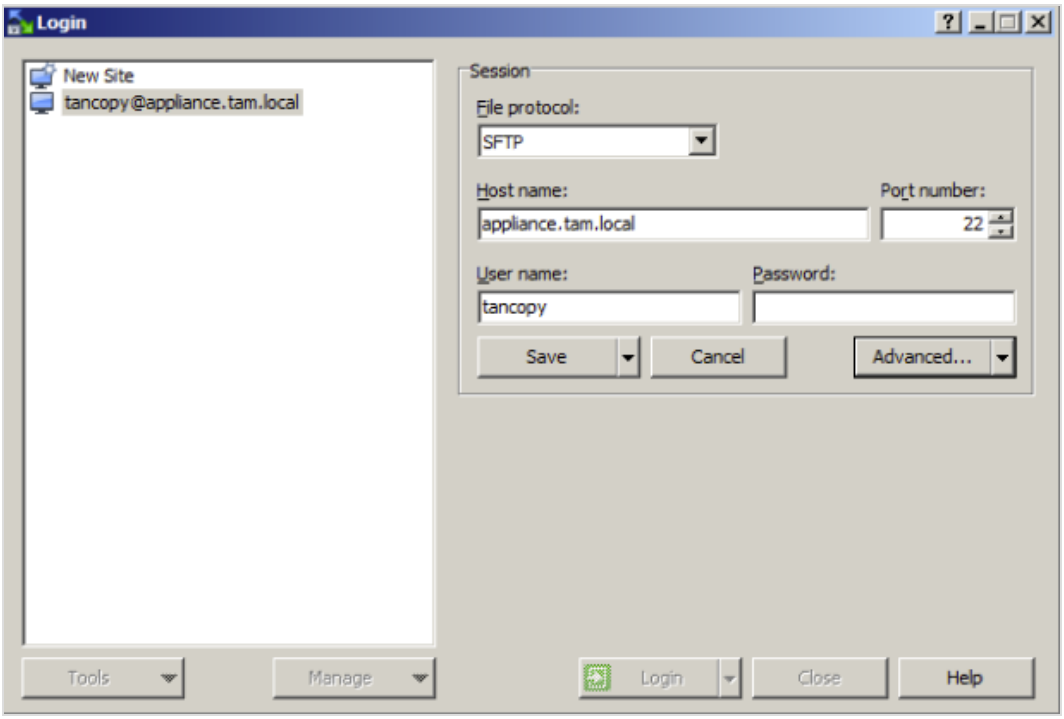
1. Specify `tancopy` for user name.



2. Click **Advanced**.

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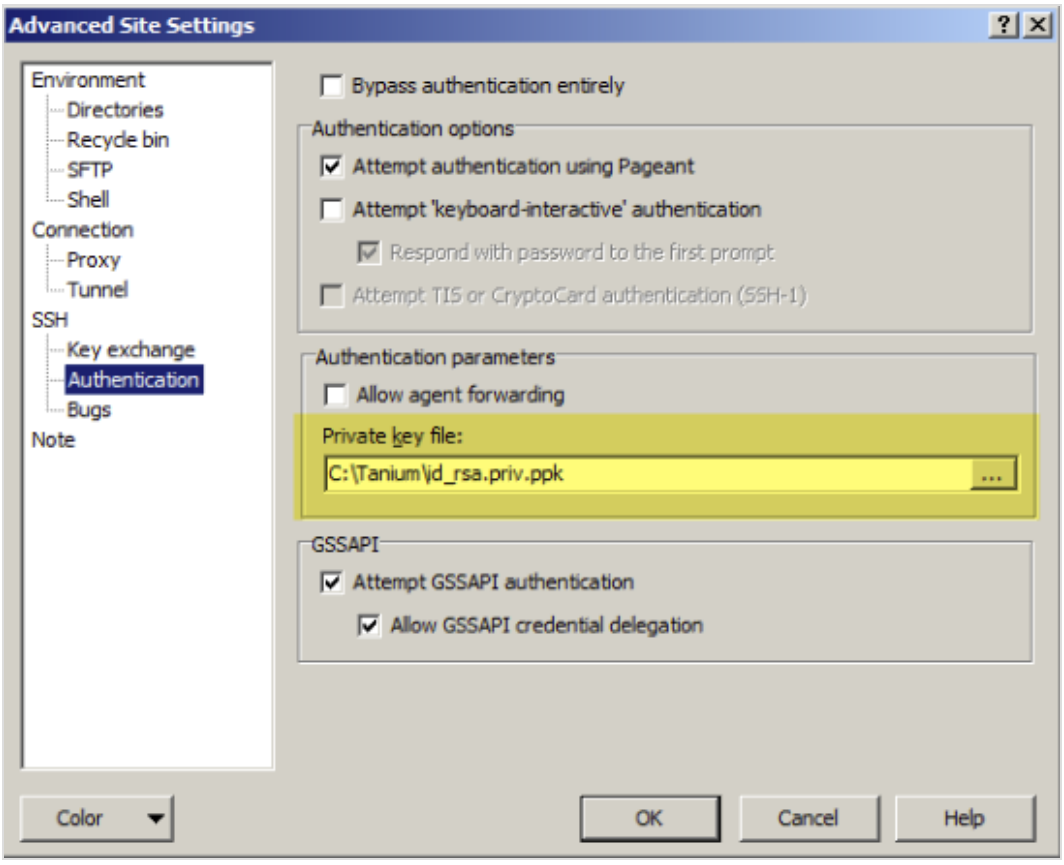
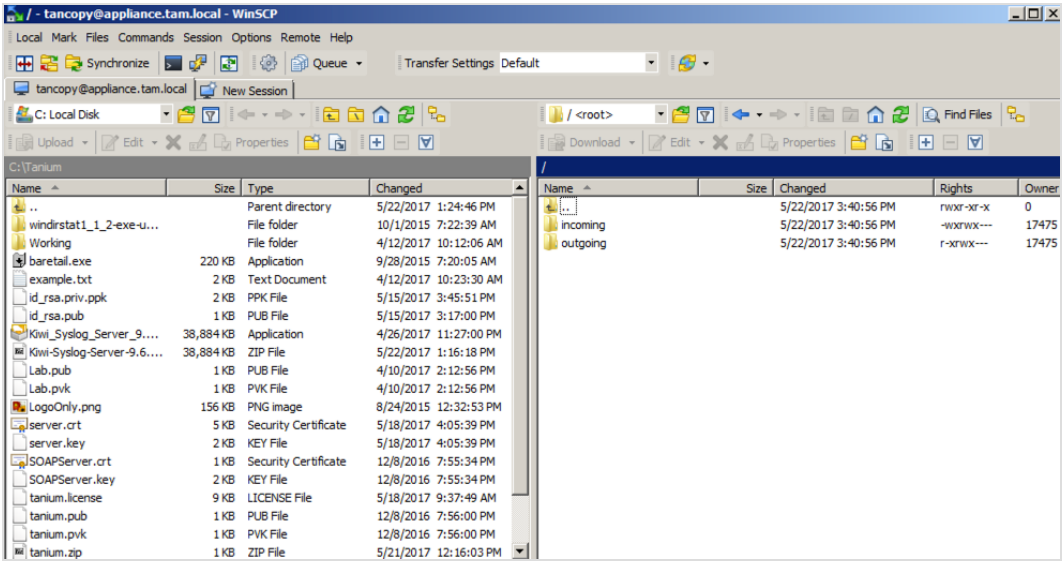
3. Under SSH, browse and select the private key that pairs with the public key uploaded to the Appliance.



4. Save the configuration and click **Login** to initiate the connection.

   Connect to the Appliance and make sure you can access the `/incoming` and `/outgoing` directories.



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Add SSH keys for other TanOS users

It is a best practice to also set up SSH key authentication for TanOS user accounts.

As an alternative to the following procedure, you can use **ssh-copy-id** to add an SSH public key to any TanOS user with the `tanadmin` profile.

1. Use an SSH key generator such as ssh-keygen to generate a public/private key pair. Note:
   - Specify an RSA key with 2048 bits (such as `ssh-keygen -t rsa -b 2048`).
   - Specify a passphrase that is easy to remember.
   - Save the private key to a location that you can access when you set up your SFTP client.
2. Copy all of the text in the public key file to the clipboard. If you use ssh-keygen, copy the contents of the `.pub` file that you created.

   

   In an SSH key exchange, the keys must match exactly, including line endings.
3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `C`-`U` (User Administration > TanOS User Management).
5. Enter the line number of the user account that you want to manage.
6. Enter `A` (Authorized Keys).
7. Enter `A` and follow the prompts to paste the public key generated in Step 1.

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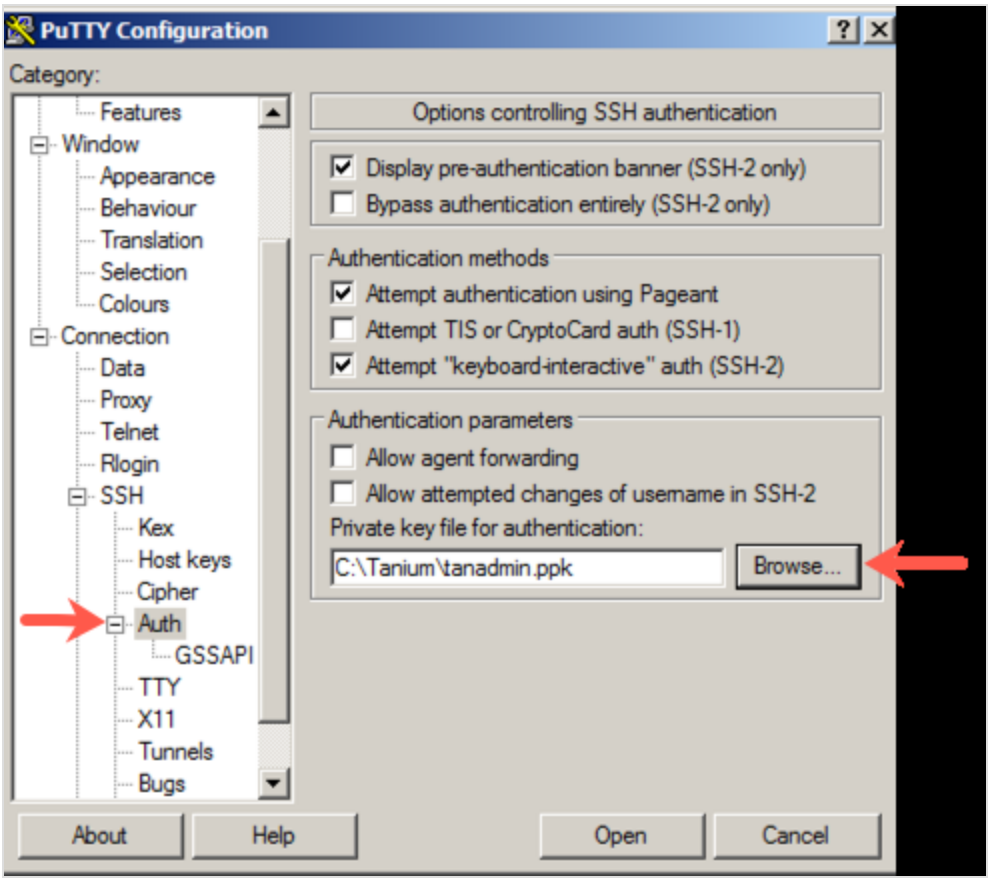
8. To test, on your management computer, set up an SSH client such as PuTTY to connect to the Tanium Server Appliance:
    a. Specify the Tanium Server IP address, port 22, and SSH connection type.
    b. Under SSH, browse and select the private key that pairs with the public key uploaded to the Appliance.



    c. Open the SSH session and enter the `tanadmin` user name.
    d. You are prompted for the SSH key passphrase instead of the `tanadmin` password.

Export the GRUB key

The GRUB key can be used during the boot sequence to diagnose and recover from failure conditions. You can export the key and store it in a safe location. During recovery, you need to provide the key.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-X` (Appliance Configuration > Advanced Configuration).
3. Enter `6` and follow the prompts to export the GRUB key to the `/outgoing` folder.

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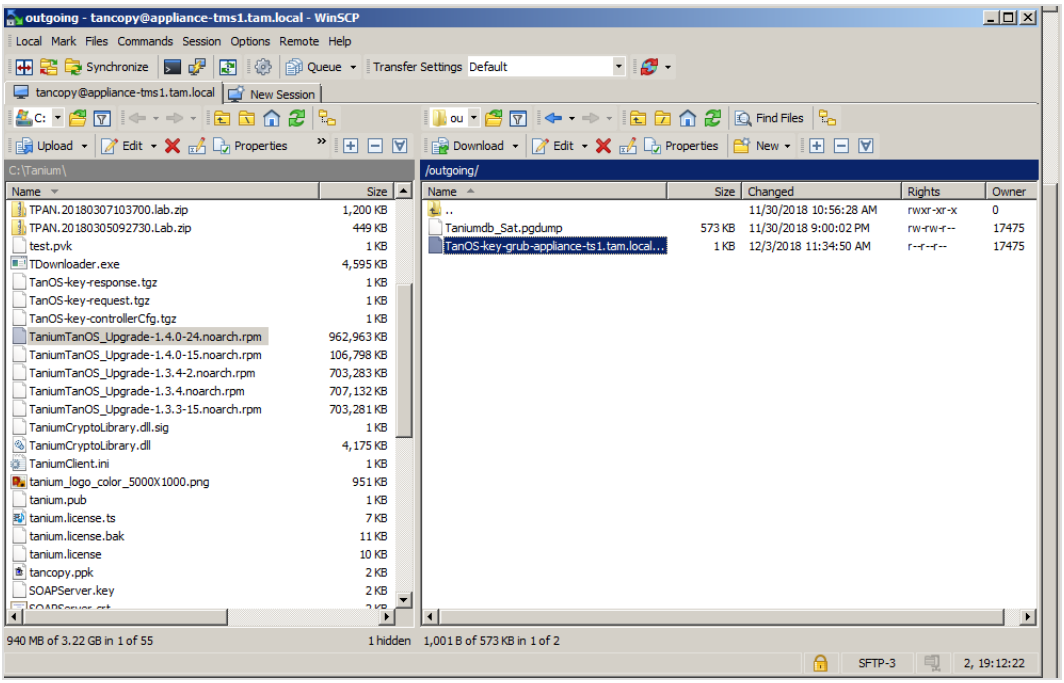
4. Use SFTP to copy the file from the `/outgoing` directory to your local computer.



What to do next

- To save time, complete advanced network configuration before you install Tanium Core Platform Servers. For more information, see Configuring Appliance connections on page 210.
- When these steps are completed, you can continue with the installation of an Appliance Array.

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Completing the initial setup (cloud-based Tanium Appliance)

To begin deployment of Tanium Appliances, deploy images to your cloud provider, and then configure basic network, host, and user settings.

Requirements

Requirements for cloud-based Tanium Appliance deployment

Cloud provider	• AWS (x86-64 processors) • AWS GovCloud • Google Cloud Platform (GCP) • IBM Cloud • Microsoft Azure[1] • Microsoft Azure Government[1]

[1] Tanium Appliances are not supported on Microsoft Azure virtual machines that require Accelerated Networking, such as Dv5-, Dsv5-, Ddv5-, Ddsv5-, Dlsv5-, and Dldsv5-series virtual machines.

Set up the environment for the Appliance

Configure your environment to host cloud-based Tanium Appliances.

Deploy Tanium Server and Tanium Module Server Appliances into your private subnets and the Tanium Zone Server Appliances into public subnets.



For better resiliency in a cloud-based environment, separate Tanium Server, Tanium Module Server, and Tanium Zone Server Appliances between two zones so that each zone contains each Appliance type.

Deploy the virtual image to the cloud provider

Contact Tanium Support to obtain a Tanium Appliance image file for use in a customer cloud. When you configure the image with your cloud provider, you must specify an encryption key pair to initially connect to the image. You can use an existing key pair or generate a new key pair.

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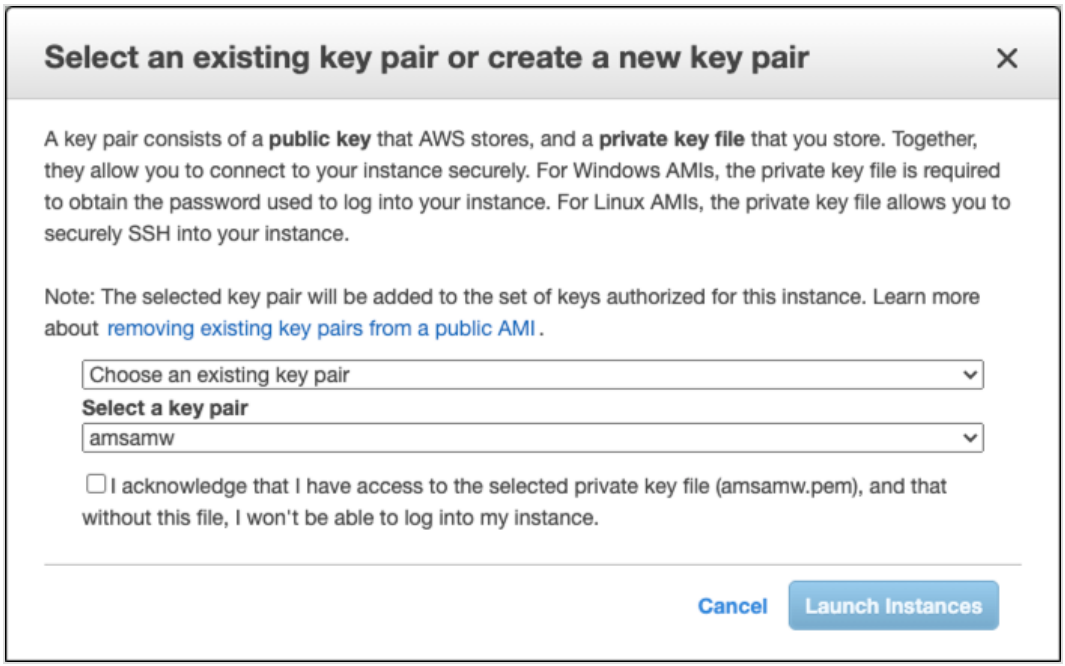

Considerations for specific cloud providers

MICROSOFT AZURE

For a Microsoft Azure deployment, you must change the initial user name from `azureuser` to `tanadmin` before you deploy the image.

IMPORTANT

Tanium Appliances do not support the Accelerated Networking feature in Microsoft Azure. You must disable Accelerated Networking on the network interfaces that are connected to Tanium Appliances.

For this reason, Tanium Appliances are also not supported on Microsoft Azure virtual machines that require Accelerated Networking, such as Dv5-, Dsv5-, Ddv5-, Ddsv5-, Dlsv5-, and Dldsv5-series virtual machines.

GOOGLE CLOUD PLATFORM OR IBM CLOUD

Use the following steps to prepare the virtual image:

1. Create a cloud storage bucket with appropriate security, and upload the TanOS artifact file (`tar.gz` for Google Cloud Platform or `qcow2` for IBM Cloud) to the bucket.
2. Create an image from the artifact file in cloud storage.

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3. Create a VM for each TanOS Appliance using the image that you created.

   NOTE

   The default boot disk size is inadequate for a production Tanium Appliance. At least 500GB of storage is recommended. Increase the size of the boot disk when you create the VM (Google Cloud Platform), or add a new disk to the VM (Google Cloud Platform or IBM Cloud). If you use an additional disk, you must increase the storage on the Tanium Appliance after initial setup. For more information, see Increase storage on page 274.

Additionally, for Google Cloud Platform, you must set up an SSH key for the `tanadmin` user account, even if you primarily plan to use other user accounts with the `tanadmin` role. For more information, see Configure SSH keys on page 84.

For more information, see the Google Cloud Platform or IBM Cloud documentation.

(FIPS-compliant organizations) Enable FIPS 140-3 mode before initial setup

Enabling Federal Information Processing Standards (FIPS) mode causes the Appliance to use a FIPS-validated cryptographic module for all cryptographic operations. It also ensures that services like SSH use only cryptographic algorithms that FIPS 140-3 allows.

If FIPS mode is required for your organization, you can enable it before you continue with initial setup so that the password and keys that you configure during setup are FIPS-compliant.

BEST PRACTICE

Enable FIPS mode only if you are required to do so for your organization.

NOTE

- Enabling FIPS mode in TanOS also puts the Tanium Platform in FIPS mode.
- You can later disable FIPS mode if it is not required and it was inadvertently enabled during setup. For more information, see Enable FIPS 140-3 mode on page 220.

1. Sign in to the TanOS console as the `tanadmin` user.
2. Enter `M` and follow the prompt to enable FIPS 140-3 mode and reboot the Appliance, and then continue initial setup.

Perform full initial configuration

1. Make sure your virtual image is configured to use an encryption key pair, and that the private key is set up on your local computer.
2. Sign in to your cloud provider and use an SSH client to connect to the TanOS console as a user with the `tanadmin` role. If prompted to accept the key fingerprint, enter `yes`.
3. Enter `T` and follow the prompts to set one or more NTP servers.

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4. Enter `E`, press **Enter**, and then use the spacebar to page through the end-user license agreement (EULA).
5. When complete, enter `Q`, enter your email address, and enter `yes` to accept the EULA.
   The email address is stored locally only. It is not used externally for any reason.
6. Enter `F` to confirm that you finished initial configuration and to end the session.

The console configures SSH keys and IPSec settings, and then notifies you that the initial configuration is complete.

Access TanOS remotely

To access your Tanium Appliances remotely, note the following requirements.

- Your local management computer must be connected to a subnet that can reach the Appliance IP address.
- Your management computer must have an SSH client application or terminal emulator that can make a Client connection to the Appliance.
- You must have an SSH client such as PuTTY to sign in to the TanOS console. For PuTTY, use version 0.71 or later.
- You must have an SSH key generator such as ssh-keygen to generate keys for the tancopy user.
- You must have an SFTP client such as WinSCP to copy files to and from the Appliance. For WinSCP, use version 5.15.2 or later.

Watch the tutorial about how to configure WinSCP for the Tanium Appliance.

Add TanOS system users

Create additional TanOS system users based on `tanadmin` (privileged) and `tanuser` (restricted) profiles.



Create more than one privileged user with the `tanadmin` role in case you forget the password for the built-in `tanadmin` user.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter `A` and follow the prompts to add a system user.

Configure SSH keys

TanOS has built-in and customer-created user accounts to access the Appliance operating system and perform tasks.

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Before you install a Tanium Appliance role, you must add SSH keys to authenticate access for the `tancopy` built-in user. `tancopy` can make an SFTP connection with SSH key authentication to TanOS and copy files to and from the `/incoming` and `/outgoing` directories. For Google Cloud Platform, you must also set up an SSH key for the `tanadmin` user account, even if you primarily plan to use other user accounts with the `tanadmin` role.



Set up SSH key authentication for all TanOS user accounts.



TanOS does not support self-service password reset methods. If you forget your password, you must ask a user with the tanadmin role to reset it for you. You can avoid this risk by setting up SSH key authentication.

Watch the tutorial about how to configure SSH key authentication for the Tanium Appliance.

Before you begin

- You must have an SSH client to sign in to the TanOS console, and an SFTP client to copy files to and from the Appliance.
- You must have an SSH key generator to generate keys for the `tancopy` user.

Add and test an SSH key for the tancopy user

Add an SSH key for the `tancopy` user, and then test the SFTP connection to confirm that the key works.

ADD THE SSH KEY FOR THE TANCOPY USER

1. Use an SSH key generator such as ssh-keygen to generate a public/private key pair. Note:
   - Specify an RSA key with 2048 bits (such as `ssh-keygen -t rsa -b 2048`).
   - Specify a passphrase that is easy to remember.
   - Save the private key to a location that you can access when you set up your SFTP client.
2. Copy the text in the public key file to the clipboard. If you use ssh-keygen, copy the contents of the `.pub` file that you created.

   

   In an SSH key exchange, the keys must match exactly, including line endings.
3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `C-U` (User Administration > TanOS User Management).
5. Enter the line number for the `tancopy` user to go to the user administration menu for this user.
6. Enter `A` (Authorized Keys).
7. Enter `A` and follow the prompts to add the contents of the public key generated in Step 1.

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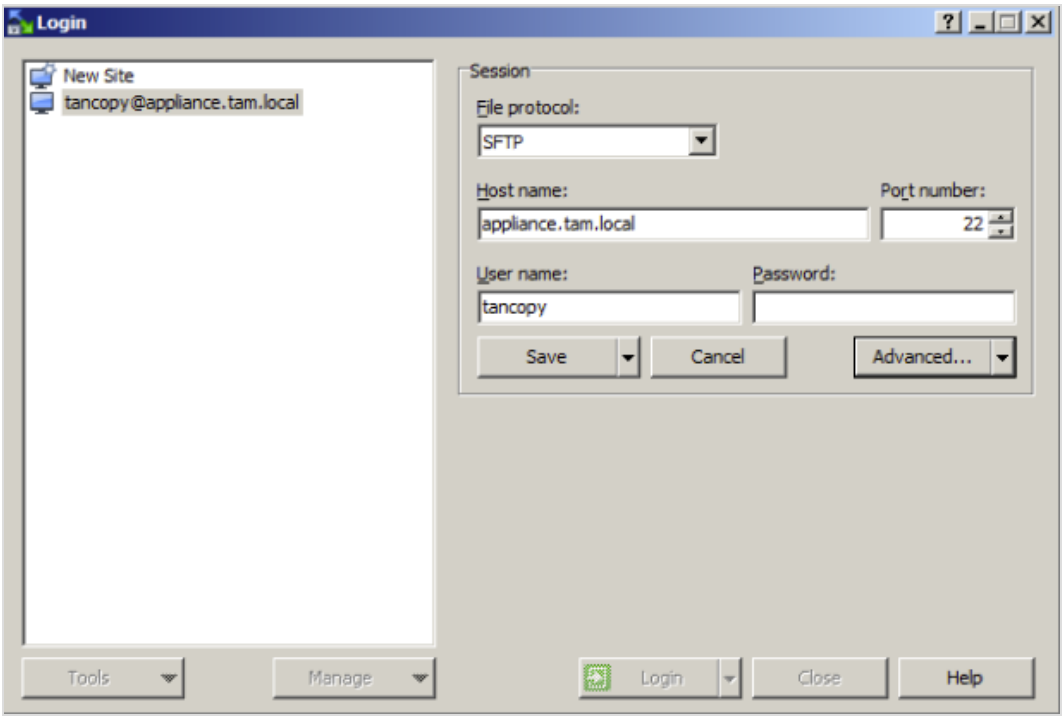
TEST THE SFTP CONNECTION WITH THE SSH KEY

Use an SFTP client on your management computer, such as WinSCP in Windows or the `sftp` utility in macOS or Linux, to connect to the Tanium Server Appliance. The following steps demonstrate configuring the connection in WinSCP:

1. Specify `tancopy` for user name.



2. Click **Advanced**.

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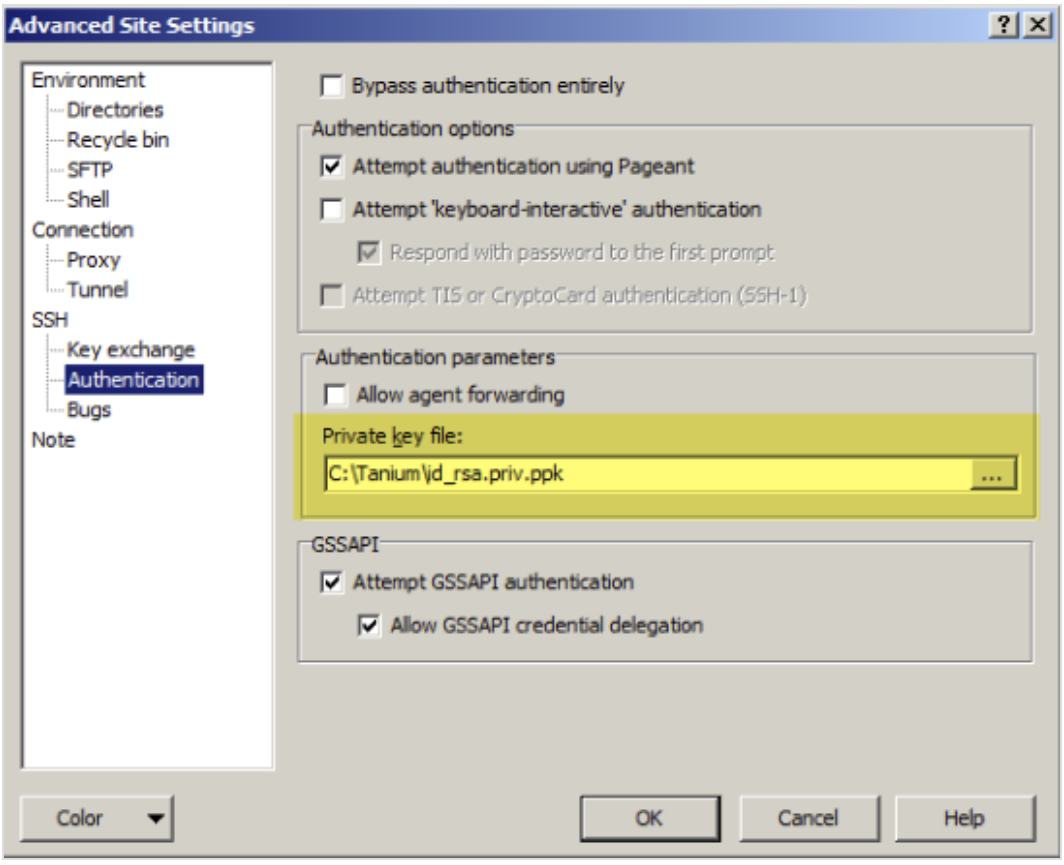
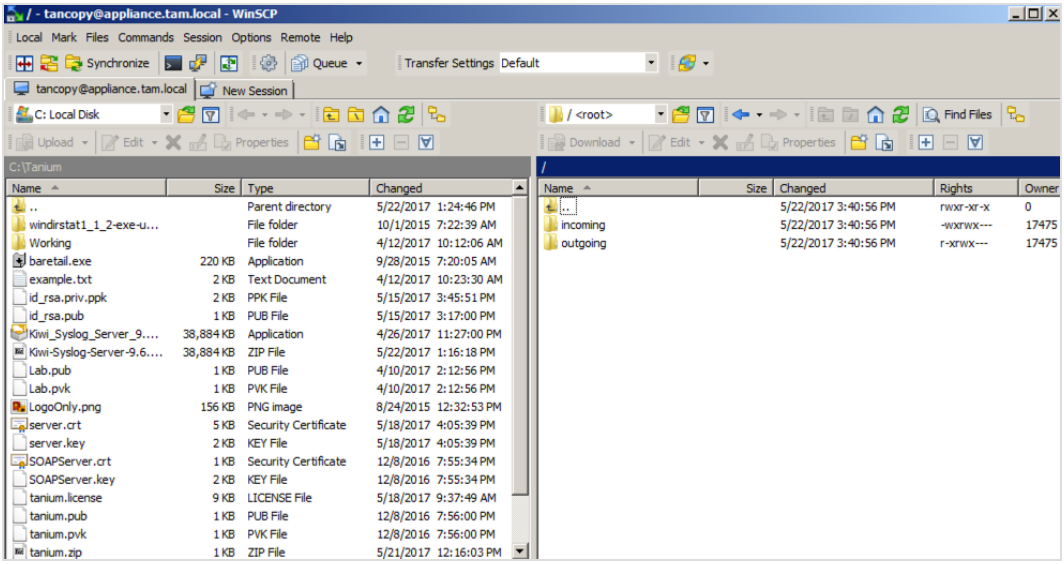
3. Under SSH, browse and select the private key that pairs with the public key uploaded to the Appliance.



4. Save the configuration and click **Login** to initiate the connection.

   Connect to the Appliance and make sure you can access the `/incoming` and `/outgoing` directories.



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Add SSH keys for other TanOS users

It is a best practice to also set up SSH key authentication for TanOS user accounts.



For Google Cloud Platform, you must set up an SSH key for the `tanadmin` user account, even if you primarily plan to use other user accounts with the `tanadmin` role.

As an alternative to the following procedure, you can use **ssh-copy-id** to add an SSH public key to any TanOS user with the `tanadmin` profile.

1. Use an SSH key generator such as ssh-keygen to generate a public/private key pair. Note:
    - Specify an RSA key with 2048 bits (such as `ssh-keygen -t rsa -b 2048`).
    - Specify a passphrase that is easy to remember.
    - Save the private key to a location that you can access when you set up your SFTP client.
2. Copy all of the text in the public key file to the clipboard. If you use ssh-keygen, copy the contents of the `.pub` file that you created.

    

    In an SSH key exchange, the keys must match exactly, including line endings.
3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `C`-`U` (User Administration > TanOS User Management).
5. Enter the line number of the user account that you want to manage.
6. Enter `A` (Authorized Keys).
7. Enter `A` and follow the prompts to paste the public key generated in Step 1.

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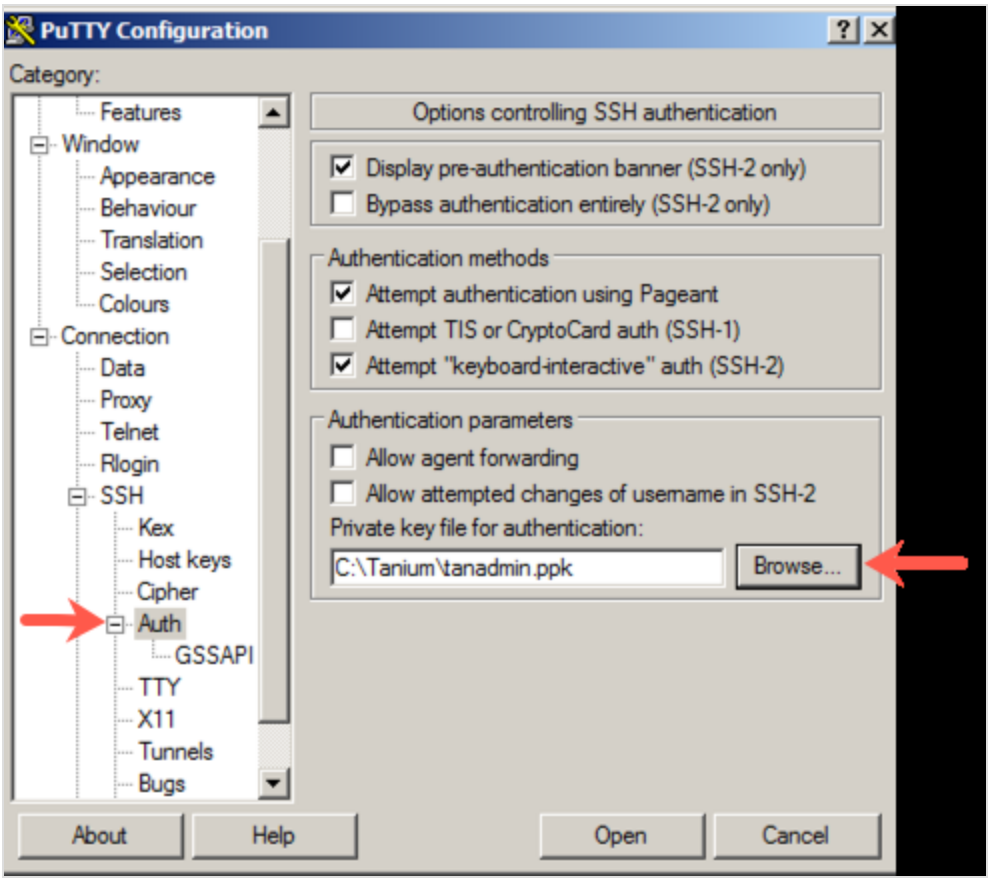
8. To test, on your management computer, set up an SSH client such as PuTTY to connect to the Tanium Server Appliance:
    a. Specify the Tanium Server IP address, port 22, and SSH connection type.
    b. Under SSH, browse and select the private key that pairs with the public key uploaded to the Appliance.



    c. Open the SSH session and enter the `tanadmin` user name.
    d. You are prompted for the SSH key passphrase instead of the `tanadmin` password.

Export the GRUB key

The GRUB key can be used during the boot sequence to diagnose and recover from failure conditions. You can export the key and store it in a safe location. During recovery, you need to provide the key.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-X` (Appliance Configuration > Advanced Configuration).
3. Enter `6` and follow the prompts to export the GRUB key to the `/outgoing` folder.

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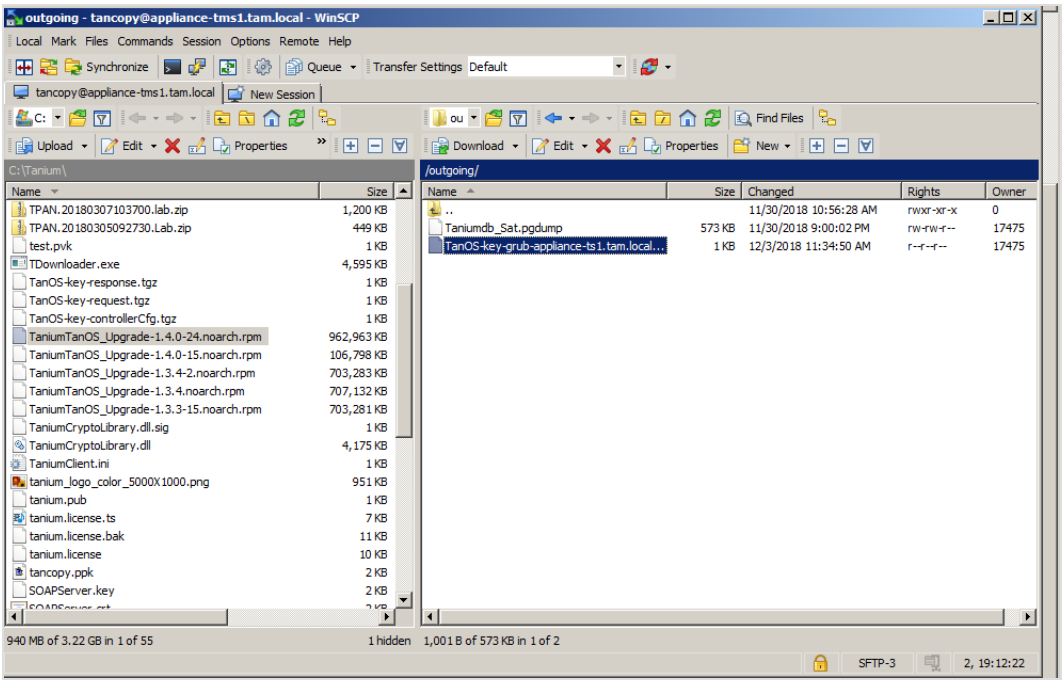
4. Use SFTP to copy the file from the `/outgoing` directory to your local computer.



What to do next

- To save time, complete advanced network configuration before you install Tanium Servers. For more information, see Configuring Appliance connections on page 210.
- In an IBM Cloud deployment, add an additional disk to increase the storage volume before you continue with Array or role installation. For more information, see Increase storage on page 274.
- When these steps are completed, you can continue with the installation of an Appliance Array.

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Configuring proxy server settings for Tanium Appliances

Overview of proxy server connections

Some organizations use proxy servers for traffic between internal servers and the Internet. If your organization uses proxies and its security policy does not allow Tanium Core Platform Servers to access Internet locations directly, configure access through the proxies. The Tanium Server and Tanium Module Server connect to the Internet to download content and module software updates from Tanium, and to download necessary files from other remote sources. Individual Tanium solutions might also have requirements to access the Internet.

To configure Tanium Client to connect through a Hypertext Transfer Protocol Secure (HTTPS) proxy server to the Tanium Server or Tanium Zone Server, see Tanium Client Management User Guide: Connect through an HTTPS proxy server.

The Tanium Server and Module Server use the Tanium Downloader (TDownloader) utility to securely download files. To configure access through proxies, configure TDownloader settings on both Servers.



For a list of sites that Tanium Core Platform Servers access, see Internet URLs on page 38.

A remote source might have its own requirements, such as certificate authentication or user authentication. For more information, see Tanium Console User Guide: Managing remote authentication.

To troubleshoot proxy server issues, see TDownloader log on page 320.

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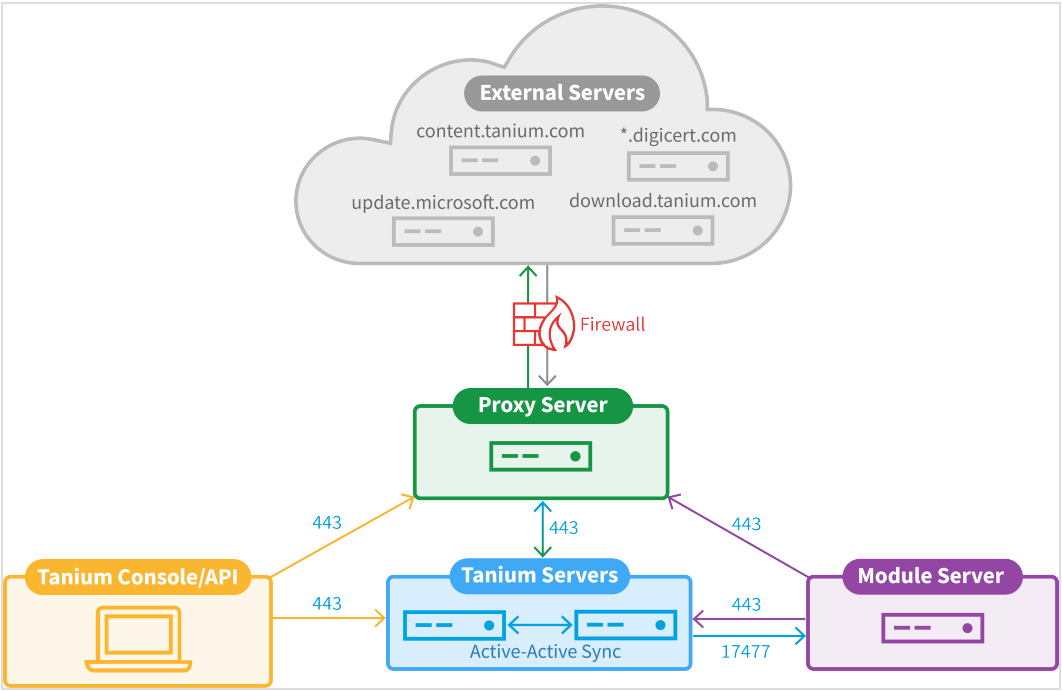
Figure 1: Tanium deployment with proxy server



The Tanium Core Platform in an Appliance deployment supports an IP address-based proxy server that allows a specified list of servers to traverse the proxy and access the network or Internet. Add the IP addresses or fully qualified domain names of the Tanium Server and Module Server to the access list of the proxy server. If the proxy server requires authentication, configure the account ID and password.

TDownloader user context

For Tanium Appliance deployments, TDownloader runs in the context of the **tanium** service account user.

Tanium Console: Configure proxy settings

In most cases, use Tanium Console to configure proxy settings unless you must configure the settings before you can access the Console. For more information, see the Tanium Console User Guide: Configuring proxy server settings.

Configure proxy settings

In most cases, use Tanium Console to configure proxy settings. In some circumstances, you might need to configure proxy settings before you have access to Tanium Console. If necessary, you can configure proxy settings on the Tanium Server or Module Server host.

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IMPORTANT

The proxy server configuration is stored in configuration files on the Tanium Server. Active-active Tanium Servers do not automatically synchronize the configuration files. If you change these settings in active-active deployments, be sure to perform the procedure on both Tanium Servers in the cluster.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2` to go to the **Tanium Operations** menu.
3. Enter `2` to go to the **Configuration Settings** menu.
4. Enter `2` to go to the **Tanium Server TDL Settings** menu or enter `6` to go to the **Module Server TDL Settings** menu.
5. Use the menu to edit proxy server settings.

Platform settings used with proxy servers

Settings	Platform components	Guidelines
BypassCRLCheckHostList	Tanium Server Module Server TDownloader	List the servers that the Tanium Server or Module Server can trust without checking a certificate revocation list (CRL). The Tanium Server and Module Server perform a CRL check on all servers that are not in this list, and do not download files from a server that fails the check. Specify the servers by FQDN or IP address. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. If you configure the Tanium Server and Module Server to access Internet sites through a proxy server, you can configure BypassCRLCheckHostList through Tanium Appliance. For more information, see Tanium Console User Guide: Configuring proxy server settings.
BypassProxyHostList	Tanium Server Module Server TDownloader	If you configure the Tanium Core Platform to access Internet sites through a proxy server, enter a comma-separated list of FQDNs or IP addresses for the hosts that do not go through the proxy server. You do not have to enter `127.0.0.1`, `localhost`, or the Module Server, but enter active-active Tanium Servers if necessary. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). Specify literal values. All supported Tanium Core Platform versions allow wildcards. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.

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Platform settings used with proxy servers (continued)

Settings	Platform components	Guidelines
ForceIPV6	Tanium Server Module Server TDownloader	In deployments where traffic between Tanium Core Platform Servers and the Internet traverses a proxy server, TDownloader resolves the proxy address as an IPv4 address by default. If the proxy server has an IPv6 address, add ForceIPV6 with a value of `1`. ForceIPV6 is a TDownloader setting on the Tanium Server and Module Server in both Appliance and Windows deployments. The setting is hidden by default and its default value is `0`. Contact Tanium Support for guidance before adding this setting (see Contact Tanium Support). For more information about proxy server settings, see Configuring proxy server settings.
LogVerbosityLevel	Tanium Server (local) Module Server Zone Server TDownloader	Specify the logging level as a decimal value on the Tanium Client, Tanium Server, Module Server, or Zone Server. On the Tanium Server and Module Server, you can configure the logging level separately for TDownloader. For best practices and configuration, see Logging levels. NOTE: By default, this setting is not present on Tanium Clients unless you set the logging level when deploying Clients. TIP: If you deploy an action to configure this setting on Tanium Clients, use the **Set Windows Tanium Client Logging Level** or **Set Tanium Client Logging Level [Non-Windows]** package. BEST PRACTICE: On Tanium Clients that run on virtual desktop infrastructure (VDI) endpoints or endpoints with limited resources, leave this setting at the default value of 1 to minimize disk writes. Do not disable logging. For more information, see Tanium Client Management User Guide: Tuning Tanium Client settings for VDI endpoints and other endpoints with limited resources.
ProxyPassword	Tanium Server Module Server TDownloader	For a proxy server that requires authentication, enter the password of the Tanium Console User Guide: ProxyUserid user that establishes a connection with the proxy server. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.

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Platform settings used with proxy servers (continued)

Settings	Platform components	Guidelines
ProxyPort	Tanium Server Module Server TDownloader	Specify the proxy server listening port. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ProxyServer	Tanium Server Module Server TDownloader	Specify the IP address of the proxy server. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings. NOTE By default, the proxy server address is resolved as an IPv4 address. If the proxy server has an IPv6 address, you must enter it within brackets (for example, `[2001:db8::1]`) and configure the TDownloader setting Tanium Console User Guide: ForceIPV6 to `1`.
ProxyType	Tanium Server Module Server TDownloader	Specify the type of proxy server authentication. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. The possible values are `Basic`, `NTLM`, or `None`. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ProxyUserid	Tanium Server Module Server TDownloader	For a proxy server that requires authentication, specify the user ID of the account that establishes a connection with the proxy server. ProxyUserid is a TDownloader setting on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.
TrustedHostList	Tanium Server (local) Module Server TDownloader	By default, the Tanium Server and Module Server validate the SSL/TLS certificate of remote servers when establishing connections to them (such as for downloading files). To bypass certificate validation for specific servers, enter their FQDN or IP address. You do not have to enter 127.0.0.1, localhost, the Tanium Module Server, or Tanium Servers (standalone or active-active). Wildcards are supported. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). TrustedHostList is a TDownloader setting on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.

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Installing and managing an Appliance Array

An *Appliance Array* manages the connections and establishes trust between the Tanium Appliances that contain the components of a Tanium deployment. The Appliance Array makes it easy to set up and manage the Appliances.

A typical Appliance Array contains the following Appliances:

- A primary Tanium Server Appliance with an active database
- A secondary Tanium Server Appliance with a passive database
- A Tanium Module Server Appliance
- An optional standby Tanium Module Server Appliance
- One or more Tanium Zone Server Appliances

After you add members to an Appliance Array, you assign and install roles for the Tanium Core Platform components for the Tanium Server, Tanium Module Server, or Tanium Zone Server on the individual Appliances.

When you create an Array on an Appliance, the Appliance becomes an *Array Manager* of the Array.

- An Array Manager can add members, remove members, and refresh the Array.
- When you install a Tanium Server role on an Appliance in the Array, the corresponding Appliance becomes an Array Manager of the Array. Any other Appliances without a Tanium Server role become simply Array members; this could include the Appliance where the Array was created. You might need to refresh the Array on the affected Appliances to see the change.

  

  In the following scenarios, a Tanium Server can be a member of an Array without having Array Manager capabilities:

  - You add a member to an Array with no role and install Tanium Server directly on the member, rather than through the Array.
  - You add an existing Tanium Server to an Array.

  To promote a Tanium Server Appliance that is not already an Array Manager, see Promote a Tanium Server to Array Manager on page 102.

  

  Configure both Tanium Servers in a cluster as Array Managers. This is done automatically if you install the Tanium Server role on an Appliance in an Array.

Use the **Appliance Array** menu to create an Array, add Appliances to the Array, assign Tanium roles to the Appliances, and then install the roles *on all Appliances* from a single menu. If you need to add an additional Appliance later on, you can add the Appliance to the Array, and then assign and install a role to use with your existing installation.

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NOTE

SSH communication is required for managing an Appliance Array. If you are deploying a Tanium Zone Server in a network that does not allow SSH communication, you can install the Zone Server separately after you install the Array.

Before you begin

- Power on all Appliances.
- For a physical Tanium Appliance, perform the steps listed in the Tanium Appliance Data Center Guide to install the Tanium Appliances.
- Configure basic network, host, and user settings on all Appliances.
  - For physical Tanium Appliances, see Completing the initial setup (physical Tanium Appliance) on page 52.
  - For virtual Tanium Appliances, see Completing the initial setup (virtual Tanium Appliance) on page 67.
  - For cloud-based Tanium Appliances, see Completing the initial setup (cloud-based Tanium Appliance) on page 81.
- If the `tanadmin` user is set up for SSH key authentication on all Appliances, copy the public key for the `tanadmin` user on the primary Appliance to the `tanadmin` user accounts on the remaining Appliances.
  - For information about how to use TanOS menus to add a public key for a user account, see Add authorized keys on page 144.
  - For information about how to use the CLI to add a public key for a user account, see the **add pubkeys** command at TanOS management commands on page 371.
- Make sure all Appliances are running TanOS 1.6.0 or later.
- Make sure all Appliances are running the same version of TanOS.
- Make sure your network security administrator has configured security rules to allow communication on the TCP ports that the Tanium Core Platform components use. In addition to the ports that are used by individual Tanium Servers, a Tanium Server in a Tanium cluster sends and receives cluster-related data over an IPsec connection. The network security rules must allow ESP (IP protocol 50) and IKE (500/udp, 4500/udp).

(Optional) Import keys

The Tanium Server includes a `pki.db` file that contains the root keys, Tanium Server TLS keys, and message-signing keys for the Tanium Server. If you migrate from a Windows installation, or if you restore the Tanium Server Appliance from a backup, you can reuse the previous `pki.db` file.

NOTE

For a Tanium cluster, import the `pki.db` only to the Appliance that you are using for the primary Tanium Server. The Array setup manages trust between the Tanium Servers automatically. You need the `pki.db` file only from the primary Tanium Server in an existing deployment or backup.

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1. Obtain a copy of the `pki.db` file from your existing Tanium Server or from a backup file.
2. Use SFTP to copy the `pki.db` file to the `/incoming` folder on the Appliance before the install.

Create the Array

1. Sign in to the primary Tanium Server Appliance as a user with the `tanadmin` role.
2. Enter `1-M` (Tanium Installation > Appliance Array).
3. Enter `C` and follow the prompts to create an Array.
4. Press the **Enter** key to go to the **Appliance Array** menu. The **Appliance Array** menu refreshes with the new Array. TanOS assigns the new (pending) role for the Appliance as a Tanium Server.

Add members to the Array

Before you begin: If the `tanadmin` user is set up for SSH key authentication on all Appliances, copy the public key for the `tanadmin` user on the primary Appliance to the `tanadmin` user accounts on the remaining Appliances. For information about how to use TanOS menus to add a public key for a user account, see Add authorized keys on page 144. For information about how to use the CLI to add a public key for a user account, see the add pubkeys command at TanOS management commands on page 371.

If you have instead configured separate public keys for the `tanadmin` user on each Appliance, you can use agent forwarding to authenticate with the added Array members by including the `-A` SSH option when you connect to an Array Manager. This avoids entering the password for new Array members. For example:

```
ssh -A user@Array_manager
```

Agent forwarding requires an SSH agent (such as `ssh-agent` in OpenSSH) to be running on your local host. For more information, see the documentation for your SSH client.

Perform the following steps to add the other Appliances to the Array.

1. Enter `A` from the **Appliance Array** menu on the primary Tanium Server Appliance.
2. Follow the prompts to add the Appliance to the Array.

During the process of adding a member to the Array, the Array Manager asks you to confirm the ECDSA fingerprint of the new member. To verify that the fingerprint is correct, log in to the Appliance you are adding to the Array, view the SSH fingerprints, and confirm that the fingerprint listed for `ECDSA` matches the fingerprint that the prompt displays. For more information, see View SSH fingerprints on page 216. Alternatively, you can use the following CLI command: `ssh -qt user@new-appliance show ssh-host-fingerprints`

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3. Press the **Enter** key to go to the **Appliance Array** menu.
   The **Appliance Array** menu refreshes with the new member.

Repeat these steps to add the remaining Appliances to the Array.

If you are creating a Tanium cluster or using a standby Module Server, make sure you add members to the Array for the second Tanium Server and standby Module Server. For more information, see Configuring a Tanium cluster on page 99.

Assign roles

Use the **Appliance Array** menu to assign a Tanium Server, Tanium Module Server, or Tanium Zone Server role to each Appliance.

1. Return to the **Appliance Array** menu on the primary Tanium Server Appliance.
2. Enter the line number for an Appliance without a pending **New Role**.
   The **Manage Member** menu appears.
3. Enter `T`, `M`, or `Z` to assign the corresponding role to the Appliance.
   The **Appliance Array** menu refreshes with the new pending role.

Repeat these steps to assign roles to the remaining Appliances in the Array.



If you close the **Appliance Array** menu before you install Tanium, you must reassign roles.

Configuring a Tanium cluster

If you add two Tanium Servers to an Appliance Array, TanOS automatically configures a Tanium cluster.



Use a redundant cluster of Tanium Servers to ensure continuous availability in the event of an outage or scheduled maintenance.



Monitor the replication status between Tanium Servers to make sure that the cluster is healthy and providing redundancy. A `Database Replication` error in the health check indicates an issue with replication in the Tanium Server cluster. To manually check replication status, see Managing the Tanium Core Platform on TanOS on page 162 and Monitoring and maintaining the Tanium Appliance on page 255. As a best practice, configure a monitoring method that quickly alerts you to issues. For more information, see Monitoring and maintaining the Tanium Appliance on page 255.

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A Tanium cluster does not scale Tanium capacity or improve performance.

For information about managing replication and failover in an existing Tanium cluster, see Manage a Tanium cluster on page 203. For information about using a Tanium cluster as part of a backup and redundancy plan, see Use a Tanium Server cluster for redundancy on page 229.

In a Tanium cluster deployment:

- The Tanium Server application setup is active-active and the database component is active-passive.
- Tanium Clients use a Tanium Server list to automatically find a backup Server in the event the first Tanium Server that is assigned to them is unavailable due to an outage or scheduled maintenance.
- The Tanium Servers read and write to the active database on the first Appliance. Data is asynchronously replicated from the first Appliance database to the second Appliance database.
- The local authentication user configuration is actively synchronized between the two Appliances.
- IPsec ensures end-to-end security between the two Appliances.
- Each Tanium Server has a Tanium Console with its own URL.
- Tanium solutions are installed on a shared Module Server, and you only need to import solutions on one Tanium Console.
- Each Tanium Server passes messages (such as answers to questions) to the other Tanium Servers.
- Package files that are uploaded to one Server are synchronized to the other Tanium Servers.

TANIUM CLUSTER REQUIREMENTS AND LIMITATIONS

A Tanium cluster deployment has the following requirements:

- Each Tanium Server must run the same software version, including build number. For example, if you are installing Tanium Core Platform 7.8.4.2345 on one Tanium Server, you must install 7.8.4.2345 on all Servers; you cannot install 7.8.4.1234 on a different Tanium Server.
- Each Tanium Server in the Tanium cluster must meet or exceed the requirements for the total number of endpoints targeted by your deployment. Each must be able to independently handle load from the full deployment in the event of failure.
- The Tanium cluster members must be able to connect to each other via a reliable Ethernet connection. Connections require a minimum throughput of 1 Gbps and a maximum round-trip latency of 30 ms.
- Each Tanium cluster member must be able to access the Internet to download files from designated domains. Access can be either direct or made through a proxy server.
- Each Tanium cluster member must be able to connect to the shared Module Server.

Configuring a standby Module Server

If you add two Module Servers to an Appliance Array, you can schedule a Module Server sync to use the second Module Server as a standby. For information about managing synchronization of a secondary Module Server, see Manage the standby Module Server on page 205. For information about using a standby Module Server as part of a backup and redundancy plan, see Use a standby Module

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Server for redundancy on page 231.

IMPORTANT A second Module Server does not function as a standby Module Server until you schedule the Module Server sync.

Install Tanium roles

Perform the following steps to install the Tanium Core Platform components on the Appliances in the Appliance Array. When you use the following process to install Tanium through an Appliance Array, the installation process automatically copies the required RPM file from the primary Tanium Server to each Appliance in the Array.

Before you begin

The installation package for Tanium Core Platform is a ZIP file (`<tanium.version>_linux_server_package_8.zip`) that includes files for the Tanium Server, Tanium Module Server, and Tanium Zone Server. Use one of the following methods to access the installation package:

- Obtain the token URL from Tanium Support to gain access to the installation packages for Tanium Core Platform. You can download the installation package from the token URL directly to the Appliance during role installation.
- Download the installation package from the **Artifacts** section of your Tanium Account, and then use SFTP to copy the ZIP file to the `/incoming` folder of the primary Tanium Server Appliance. For more information, see Tanium Account User Guide: View Tanium artifacts and Reference: Transfer files to and from the Appliance on page 390.

  NOTE This method is necessary if you have a proxy server that your Tanium Server must use to reach the internet, or if you are in an air-gapped environment. After you install Tanium, you can configure proxy settings from Tanium Console, which are used for future upgrades.

Install roles

1. From the **Appliance Array** menu, enter `I`.
2. Follow the prompts to install pending roles.
   - When prompted, enter the line number of the Tanium Core Platform version that you want to install.
   - If you install roles to a new Array, specify a password for the initial Tanium Console admin user (**tanium**) when prompted.
   - If the Array already contains an Appliance with the Tanium Server role, specify a Tanium Console user and password with administrative credentials when prompted.
   - If you have the token URL, enter `T` and then enter the URL.
   - If you copied the `pki.db` file to the `/incoming` folder on the Appliance, the installer discovers the file and prompts you to install it. Enter `YES` to continue.

TanOS installs the components of the Tanium Core Platform on the selected Appliances.

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TIP

After you install the Tanium roles to the Appliances, you can add more Appliances to the Array. To do so, add the Appliance to the Array, assign a role to the Appliance, install the pending role, and then perform any additional required configuration for the Tanium role.

What to do next

- Schedule sync jobs for the standby Module Server.
- If you are deploying a Tanium Zone Server in a network that does not allow SSH communication, install the Zone Server separately.
- If you are deploying Zone Servers and you plan to use Direct Connect, install the Direct Connect Zone Proxy on each Zone Server.
- Verify the installation, including uploading the Tanium license.

Additional management tasks for an Appliance Array

Promote a Tanium Server to Array Manager

An Array Manager is a Tanium Server that can sign in to and issue commands to other Array members. The following Tanium Servers are automatically assigned the Array Manager designation:

- The Tanium Server on which you set up the Array. For more information, see Create the Array on page 98.
- Up to two Tanium Servers in an Array that are upgraded from 1.6.*x* to 1.7*x*
- An Appliance on which you install Tanium Server using the existing Array Manager

In the following scenarios, a Tanium Server can be a member of an Array without having Array Manager capabilities:

- You add a member to an Array with no role and install Tanium Server directly on the member, rather than through the Array.
- You add an existing Tanium Server to an Array.

BEST PRACTICE

Configure both Tanium Servers in a cluster as Array Managers. This is done automatically if you install the Tanium Server role on an Appliance in an Array.

Use the following steps to promote a Tanium Server to Array Manager.

1. On an Array Manager, sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `1` to open the **Tanium Installation** menu.

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3. Enter `M` to open the **Manage Appliance Array** menu.
4. Enter the line number of the Appliance to promote to Array Manager.
5. Enter `P` to promote the Appliance to Array Manager.

Remove an Appliance from an Appliance Array

From an Array Manager of an Array, you can remove other Appliances from the Array, including other Array Managers.



An Appliance cannot remove itself from an Array. To remove an Appliance, you must sign in to another Array Manager of the Array to perform the steps. To remove the last member of an Array, reset the Array.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `1-M` (Tanium Installation > Appliance Array).
3. Enter the line number of the Appliance that you want to remove from the Array.
4. Enter `D` and follow the prompts to remove the Appliance from the Array.

Refresh an Appliance Array

From an Array Manager of an Array, you can refresh the Array to retrieve current membership from the other Appliances in the Array. This information is refreshed on all Appliances in the Array.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `1-M` (Tanium Installation > Appliance Array).
3. Enter `F` and follow the prompts to refresh the Array.

Reset an Appliance Array

Reset an Appliance Array to remove the Appliance from the Array. If the Appliance is the only member of the Array, reset the Array to delete the Array.

To delete an Array, sign in to an Array Manager of the Array, remove all other members of the Array, and then reset the Array.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `1-M` (Tanium Installation > Appliance Array).
3. Enter `X` and follow the prompts to reset the Array.

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Measure the data transfer rate between an Array Manager and an Array member

You can measure the data transfer rate between an Array Manager and another Appliance in the Array to help diagnose network issues between Appliances.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `1-M` (Tanium Installation > Appliance Array).
3. Enter the line number for the Appliance with which to measure the data transfer rate.
4. Enter `N` to begin the measurement.

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Configuring optional components

As necessary in your environment, you can install and configure individual Zone Servers not managed by the Array, Direct Connect Zone Proxies, a Tanium All-in-One deployment for demos, or Cloud Access Points.

The subsequent topics in this section detail the steps to install and configure these components.

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Installing individual Zone Servers

IMPORTANT

An Appliance Array is required to manage Tanium Servers and Tanium Module Servers in a Tanium Appliance deployment. For more information about how to install an Appliance Array, see Installing and managing an Appliance Array on page 96.

BEST PRACTICE

Use the Appliance Array to manage Tanium Zone Servers as well. Install and configure a Zone Server separately from the Appliance Array only if the network in which the Zone Server is installed does not allow SSH communication.

If your deployment includes a Tanium Zone Server that is installed in a network that does not allow SSH communication, you can install and upgrade the Zone Server separately from the Appliance Array.

The Tanium Zone Server role installation creates the Tanium Zone Server and configuration database. You must also install the Tanium Zone Server Hub add-on on the Tanium Server and configure the Zone Server Hub to listen for connections from the Zone Server.

This section provides procedures for the following workflow:

1. Deploying one or more Zone Server Appliances in the network
2. Installing the Zone Server Hub add-on on the Tanium Server Appliance and configure a Zone Server list that defines the Zone Servers with which it can communicate
3. Establishing trust with the Tanium Server, Zone Server Hub, and Zone Server

IMPORTANT

After you install an individual Zone Server separately from the Appliance Array, you must also upgrade it separately at the same time you upgrade the Appliance Array. The procedure is the same, but it must be done separately on each Zone Server that is not an Array member. For more information, see Upgrade TanOS on Tanium Appliances on page 288.

Before you begin

- Make sure basic network, host, and user settings are configured.
  - For physical Tanium Appliance, see Completing the initial setup (physical Tanium Appliance) on page 52.
  - For virtual Tanium Appliance, see Completing the initial setup (virtual Tanium Appliance) on page 67.
  - For cloud-based Tanium Appliance, see Completing the initial setup (cloud-based Tanium Appliance) on page 81.

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- Make sure your network security administrator has configured security rules to allow communication on the TCP ports that the Tanium Core Platform components use. For a complete list of network requirements, see Network connectivity and firewall on page 33.
- Download the Tanium Core Platform installation package from the **Artifacts** section of your Tanium Account. This ZIP file includes the RPM files for the Tanium Server, Tanium Module Server, and Tanium Zone Server.

  

  To avoid copying Tanium Server and Module Server files onto a host in a separate network, download the package from the **Artifacts** section of your Tanium Account, extract only the Zone Server RPM from ZIP file, and use SFTP to copy only that file to the `/incoming` folder of the Zone Server Appliance.

Install the Zone Server role

1. Sign in to the Zone Server Appliance as a user with the `tanadmin` role.
2. Enter `1-4` (Tanium Installation > Install Tanium Zone Server).
3. Enter the line number of the Tanium Core Platform version that you want to install.
4. Enter `YES` to continue with the installation.

Import the Tanium Server public key file to the Zone Server

1. Download the public key file (`tanium-init.dat`) through Tanium Console. For more information, see Tanium Console User Guide: Download infrastructure configuration files (keys).
2. Use SFTP to copy the `tanium-init.dat` file to the `/incoming` directory on the Zone Server Appliance.
3. Sign in to the Zone Server Appliance as a user with the `tanadmin` role.
4. Enter `2` (Tanium Operations).
5. Enter `I` and follow the prompts to copy the Tanium Server public key file (`tanium-init.dat`) into the Zone Server installation directory.

Install the Zone Server hub

You must also install the Zone Server Hub add-on on the Tanium Server in the Array.

1. Sign in to the Tanium Server Appliance as a user with the `tanadmin` role.
2. Enter `1` (Tanium Installation).
3. Enter `A` and follow the prompts to install the Tanium Zone Server Hub add-on.

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Set up AllowedHubs on the Zone Server Appliance

1. Sign in to the Zone Server Appliance as a user with the `tanadmin` role.
2. Enter `2-2` (Tanium Operations > Configuration Settings).
3. Enter `9` to edit the Tanium Zone Server settings.
4. Enter `A` to add a new setting.
5. For the key, enter `AllowedHubs`.
6. For the value, enter the IP address of the Tanium Server.

Configure trust mappings

When you install a Zone Server separately from the Appliance Array, you must enable trust between the Tanium Server, Tanium Zone Server Hub, and Tanium Zone Servers so that they can communicate with each other.

Approve trust for the Zone Server Hub

1. Sign in to the TanOS console of the Zone Server Hub Appliance as a user with the `tanadmin` role.
2. Enter `@` to go to the **About the Appliance** page. Note the value of the TZS Hub Registration Fingerprint field.
3. Sign in to Tanium Console as a user with the `Admin` role and the password you set when you installed the Tanium Server.
4. From Tanium Console, go to **Administration > Configuration > Zone Servers** and open the **Zone Server Hubs** tab.
5. Verify that the fingerprint of the Zone Server Hub matches the fingerprint shown in the **TZS Hub Registration Fingerprint** field in the **About the Appliance** page in the TanOS console.
6. If the fingerprints are identical, return to Tanium Console, click **Accept/Deny** next to the Zone Server Hub, and click **Accept**.

   

   If the fingerprint or IP address of a Zone Server Hub is wrong, decommission the hub before denying trust for it. Denied trust is irreversible for any particular instance of a hub. To subsequently approve trust, you must uninstall and reinstall the hub so that it generates a new fingerprint.
7. Enter your credentials and click **OK**.

Map the Zone Server to the Zone Server Hub

After you approve trust for Zone Server Hub, perform the following steps for each Zone Server.

1. Sign in to the TanOS console of the Zone Server Appliance as a user with the `tanadmin` role.
2. Enter `@` to go to the **About the Appliance** page. Note the value of the **TZS Registration Fingerprint** field.
3. Sign in to Tanium Console as a user with the `Admin` role and the password you set when you installed the Tanium Server.
4. From Tanium Console, go to **Administration > Configuration > Zone Servers** and open the **Zone Server Hubs** tab.

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5. Beside the Zone Server Hub, click **Add Zone Server**, enter the IP address of the Zone Server, and click **OK**.

   Tanium Console might take a few minutes to show the mapping. When it does, the mapping **Status** appears as **Pending** next to the Zone Server on the **Zone Servers** tab.

6. Verify that the fingerprint of the Zone Server matches the fingerprint shown in the **TZS Registration Fingerprint** field in the **About the Appliance** page in the TanOS console.

7. If the fingerprints are identical, return to Tanium Console, go to **Administration > Configuration > Zone Servers** and open the **Zone Servers** tab. Click **Accept/Deny** next to the Zone Server, and click **Accept**.

   In the Zone Server tile, the mapping *Status* changes to **Approved**.

   

   If the fingerprint or IP address of a Zone Server is wrong, decommission the Zone Server before denying trust for it. Denied trust is irreversible for any particular instance of a Zone Server. To subsequently approve trust, you must uninstall and reinstall the Zone Server so that it generates a new fingerprint.

What to do next

- If you plan to use Direct Connect, install the Direct Connect Zone Proxy on each Zone Server.
- Verify the installation, including uploading the Tanium license.

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Installing and managing a Direct Connect Zone Proxy

About Direct Connect Zone Proxies

For installations with Direct Connect, install a zone proxy to enable connections to endpoints through the Zone Server Appliance. This configuration is required to use Direct Connect with endpoints that connect to the Module Server through a Zone Server.

Import and configure Direct Connect

In Tanium Console, go to **Administration > Configuration > Solutions** and import Direct Connect. For more information about how to import Direct Connect, verify the installation, and then set up Direct Connect, see Direct Connect User Guide: Installing Direct Connect . When you reach the steps to configure zone proxies, use the following steps to install the Direct Connect Zone Proxy to the Zone Server Appliance.

Obtain the Direct Connect Zone Proxy Installer file

Obtain the Direct Connect Zone Proxy installer file for the Zone Server Appliance from Tanium Support. The upgrade package is provided as a token URL.

Install the Direct Connect Zone Proxy on each Zone Server Appliance

For the initial installation, you must repeat the following procedure each Zone Server Appliance in your Array. You can either provide the token URL for the installer during the installation process or manually upload the RPM file to `/incoming`.

You can upgrade all Zone Proxy Appliances at the same time from the Tanium Server Appliance. For more information, see Upgrade the Direct Connect Zone Proxy on all Zone Server Appliances on page 111.

1. Sign in to the TanOS console of the Zone Server Appliance as a user with the `tanadmin` role.
2. Enter `1-D` (Tanium Installation > Tanium Direct Connect Zone Proxy).
3. If you have not uploaded a file to `/incoming`, enter `T` to enter the URL of a token download, and follow the prompts to download the installer.
4. Enter a number from the list to install the Direct Connect Zone Proxy.
5. Copy the provision secret and certificate that appears at the end of the installation. Follow the steps that appear to return to the Direct Connect settings in Tanium Console to complete the configuration. For information about how to configure a zone

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proxy in Direct Connect, see Direct Connect User Guide: Configure Zone Proxies.

6. Press **Q** and **Enter** to exit the installation.

Check installed versions of the Direct Connect Zone Proxy

You can check the version of the Direct Connect Zone Proxy that is installed on each Zone Proxy Appliance from the Tanium Server Appliance.

1. Sign in to the TanOS console of the Tanium Server Appliance as a user with the `tanadmin` role.
2. Enter `1-D` (Tanium Installation > Tanium Direct Connect Zone Proxy).
3. Enter `L` to display the versions of the Direct Connect Zone Proxy that are installed on Zone Servers in the Array.

Upgrade the Direct Connect Zone Proxy on all Zone Server Appliances

You can upgrade the Direct Connect Zone Proxy on all Zone Proxy Appliances at the same time from the Tanium Server Appliance. You can either provide the token URL for the installer during the installation process or manually upload the RPM file to `/incoming`.

1. Sign in to the TanOS console of the Tanium Server Appliance as a user with the `tanadmin` role.
2. Enter `1-D` (Tanium Installation > Tanium Direct Connect Zone Proxy).
3. If you have not uploaded a file to `/incoming`, enter `T` to enter the URL of a tokens download, and follow the prompts to download the installer.
4. Enter a number from the list to upgrade the Direct Connect Zone Proxy.
5. Press **Enter** to exit the upgrade.

Remove the Direct Connect Zone Proxy

1. Sign in to the TanOS console of the Zone Server Appliance as a user with the `tanadmin` role.
2. Enter `1-D` (Tanium Installation > Tanium Direct Connect Zone Proxy).
3. Enter `X` and follow the prompts to remove the Direct Connect Zone Proxy.

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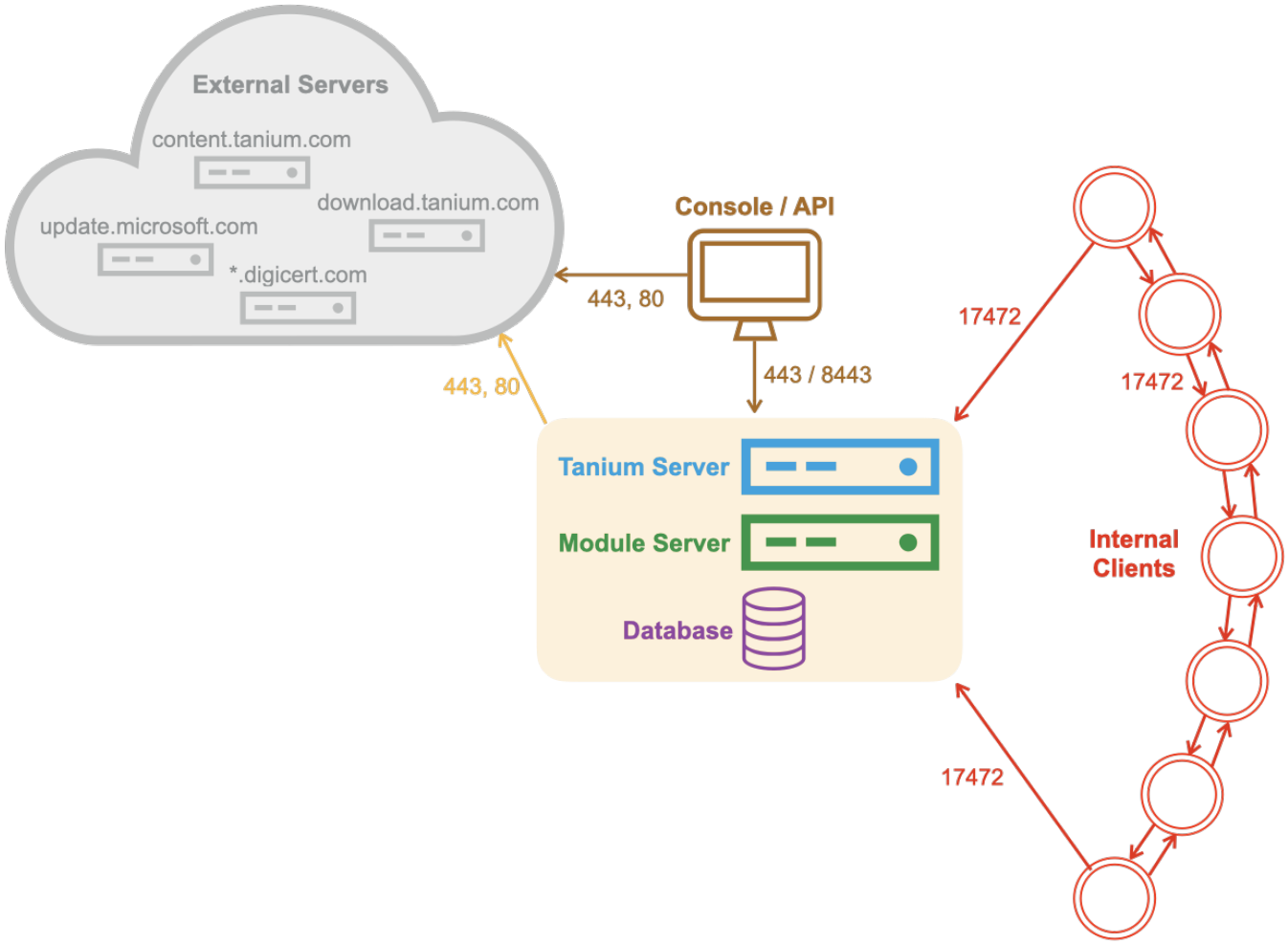
Installing a Tanium All-in-One for demos

In an All-in-One deployment, the Tanium™ Server, the Tanium™ Module Server, and a database server reside on the same Tanium Appliance. All-in-One deployments are supported only for proof-of-concept (POC) demonstrations.

> **NOTE**
>
> Use Tanium Appliances configured with the All-in-One role only for evaluation purposes. Tanium does not support All-in-One deployments in production environments. Do not allow a Tanium Appliance that is configured with the All-in-One role to accept inbound connections from the internet.



All-in-One deployment

The All-in-One role installation creates the necessary Tanium Core Platform Servers, SSL certificates, SSH keys, and configuration databases.

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Before you begin

Make sure:

- Basic network, host, and user settings are configured.
  - For physical Tanium Appliances, see Completing the initial setup (physical Tanium Appliance) on page 52.
  - For virtual Tanium Appliances, see Completing the initial setup (virtual Tanium Appliance) on page 67.
  - For cloud-based Tanium Appliances, see Completing the initial setup (cloud-based Tanium Appliance) on page 81.
- Network firewall rules allow Tanium processes to communicate as expected. For more information, see Network connectivity and firewall on page 33.

Install the Tanium All-in-One role

Before you begin

The installation package for Tanium Core Platform is a ZIP file (`<tanium.version>_linux_server_package_8.zip`) that includes files for the Tanium Server, Tanium Module Server, and Tanium Zone Server. Use one of the following methods to access the installation package:

- Obtain the token URL from Tanium Support to gain access to the installation packages for Tanium Core Platform. You can download the installation package from the token URL directly to the Appliance during role installation.
- Download the installation package from the **Artifacts** section of your Tanium Account, and then use SFTP to copy the ZIP file to the `/incoming` folder of the primary Tanium Server Appliance. For more information, see Tanium Account User Guide: View Tanium artifacts and Reference: Transfer files to and from the Appliance on page 390.

  

  This method is necessary if you have a proxy server that your Tanium Server must use to reach the internet, or if you are in an air-gapped environment. After you install Tanium, you can configure proxy settings from Tanium Console, which are used for future upgrades.



You can optionally use a Zone Server with an All-in-One Appliance if it is appropriate for your proof-of-concept environment. For this configuration, follow the steps Installing and managing an Appliance Array on page 96 instead of the following procedure, and install the **Tanium Server (All-In-One)** and **Tanium Zone Server Service** roles on the Appliances in the Array.

You cannot add additional Tanium Servers or Module Servers to an Array that contains an All-in-One Appliance.

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Install the All-in-One role

1. Sign in to the Appliance as a user with the `tanadmin` role.
2. Enter `1-1` (Tanium Installation > Install Tanium All-in-One).
3. When prompted, specify a password for the initial Tanium Console user (**tanium**).
4. Choose an option to install the Tanium platform:
    - If you uploaded the file to the `/incoming` folder on the Appliance, the installer discovers the file and prompts you to do the installation.
    - If you have the token URL, enter `T`, enter the URL, and then follow the prompts.
5. Enter `YES` to continue with the installation.

The installation takes approximately one minute to complete.

What to do next

Verify the installation, which includes uploading the Tanium license.

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Installing and managing a Tanium Cloud Access Point

A Tanium Cloud Access Point is an optional component that facilitates communication with Tanium™ Cloud from networks that have restricted access to Tanium Cloud, when it is not possible to use a customer-supplied proxy server. A Tanium Appliance that is configured with the Tanium Cloud Access Point role resides within the restricted network, and Tanium Clients can use it as a proxy to reach the Tanium Cloud. A Tanium Cloud Access Point is not required for unrestricted networks.

BEST PRACTICE

To avoid additional necessary infrastructure in your network, connect endpoints directly to Tanium Cloud when possible, or route through an existing proxy solution. Use a Tanium Cloud Access Point only when network restrictions outside your control prevent direct communication from endpoints to Tanium Cloud Client edge URLs and existing proxy infrastructure is not already in place. For more information about using your own proxy server, see Tanium Client Management User Guide: Connect through an HTTPS forward proxy server.

NOTE

- Though the Tanium Cloud Access point is supplied by Tanium, management of the Tanium Cloud Access Point is a customer responsibility, as part of the customer responsibility to provide Tanium Client access to Tanium Cloud. For more information about customer responsibilities in Tanium Cloud, see Tanium Cloud User Guide: Responsibilities.
- A Tanium Cloud Access Point can route only Tanium-specific traffic.
- Do not connect more than 10,000 endpoints to a Cloud Access Point.

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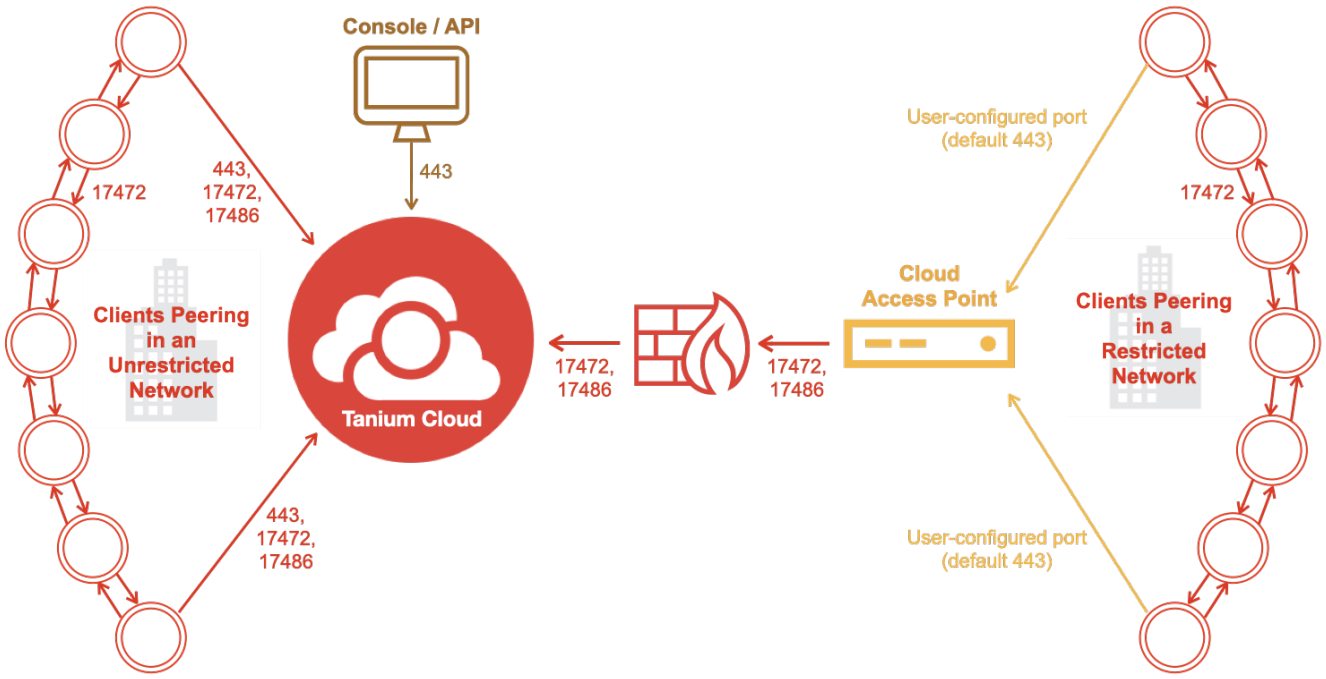
Tanium Client connectivity through a Cloud Access Point



For more information about Tanium Cloud, see the Tanium Cloud User Guide.

Before you begin

Make sure:

- Basic network, host, and user settings are configured.
  - For physical Tanium Appliances, see Completing the initial setup (physical Tanium Appliance) on page 52.
  - For virtual Tanium Appliances, see Completing the initial setup (virtual Tanium Appliance) on page 67.
- Network firewall rules allow Tanium processes to communicate as follows:

  Network communication ports for Tanium Cloud Access Point

Source	Destination	Port	Protocol	Purpose
Tanium Clients	Tanium Cloud Access Point	User-configured in Cloud Access Point	TCP	Client communication with the Tanium Cloud Access Point
Tanium Cloud Access Point	Tanium Cloud	17472, 17486	TCP	Tanium Cloud Access Point communication to Tanium Cloud

  Additional requirements depend on your environment and how you provide administrative access to the Appliance that you use for the Cloud Access Point. For more information, see Network connectivity and firewall on page 33.

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Install the Tanium Cloud Access Point role

1. Sign in to the Appliance as a user with the `tanadmin` role.
2. Enter `1-5` (Tanium Installation > Install Tanium Cloud Access Point).
3. When prompted, specify each host name from the Tanium Cloud Client edge URLs and the port that you want Tanium Clients to use to communicate with the Cloud Access Point.

   

   You must include the port in the **ProxyServers** setting of Tanium Client on each endpoint.

What to do next

- Configure any existing Tanium Clients on the restricted network to connect to the Tanium Cloud Access Point. Use the Tanium Client command line interface (CLI) to configure the **ProxyServers** setting on each endpoint to the FQDN or IP address and port of the Tanium Cloud Access Point.
- When you deploy any new Tanium Clients, configure the **ProxyServers** setting to the FQDN or IP address and port of the Tanium Cloud Access Point during deployment.

For more information, see Tanium Client Management User Guide: Configure proxy connections without a PAC file.

Manage the Cloud Access Point service

You can start, stop, restart, enable, and view status details for the Cloud Access Point (squid) service.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-P-S` (Tanium Operations > Manage Cloud Access Point > Service Control).
3. Use the menu to select an action to start, stop, restart, enable, or view status details for the service.
4. Follow the prompts to perform the action.

Reconfigure a Tanium Cloud Access Point

You can change the Tanium Cloud Server names and Tanium Client listening port for an existing Tanium Cloud Access Point.

1. Sign in to the Appliance as a user with the `tanadmin` role.
2. Enter `2-P-C` (Tanium Operations > Manage Cloud Access Point > Configure Cloud Access Point).
3. When prompted, specify each host name from the Tanium Cloud Client edge URLs and the port that you want Tanium Clients to use to communicate with the Cloud Access Point.

   

   You must include the port in the **ProxyServers** setting of Tanium Client on each endpoint.

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Review the Cloud Access Point log

The Cloud Access Point log records access information for Tanium Clients that connect to Tanium Cloud through the Cloud Access Point.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`1`-`6` (Tanium Support > Logs > Cloud Access Point).
3. Select an item to view the log, follow its growth, delete it, or export it to the `/outgoing` directory.

When you view a log, you can use commands similar to ex editor commands to search for patterns (keywords).

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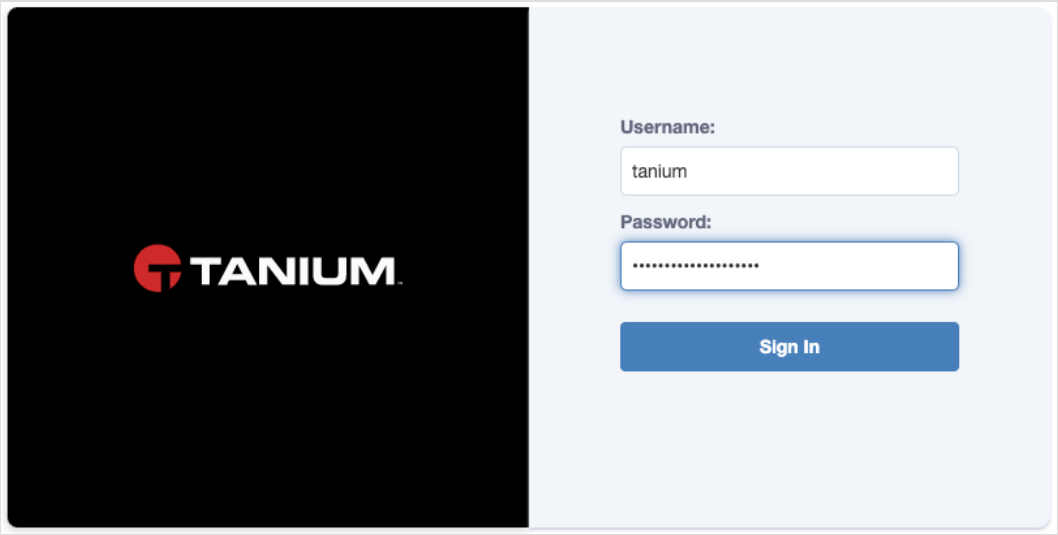
Completing and verifying the Tanium Core Platform installation on Tanium Appliances

After you install the Tanium Server (standalone or redundant cluster), Tanium Module Server, and optional Tanium Zone Server, verify that the Servers are installed correctly and can communicate with all the necessary components of the Tanium Core Platform.

Sign in to Tanium Console

1. Open a web browser and go to the Tanium Server URL.

   The URL has the format: `https://<FQDN or IP address>[:<port>]`. If the Tanium Server uses the default port (443), you do not need to specify the port.



2. Enter the user name `Tanium` and the password that you set when you installed the Tanium Server.

   When you sign in to start the first user session after Tanium Server installation, Tanium Console opens a pop-up window that shows the progress of initial content imports. After the imports, Console opens the **Solutions** page, which you use to import Tanium solutions.

   For user sessions after the first session, Console shows the Tanium **Home** page by default: `https://<Tanium Server>/#/home`.

   If your browser URL field specified another Console page (such as `https://<Tanium Server>/#/actions/scheduled/`) when the browser timed out or you signed out, that page opens when you next sign in through the same browser.

   For more information, see:

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- Tanium Console User Guide: Initial content
- Tanium Console User Guide: Managing Tanium solutions
- Tanium Console User Guide: Tanium Home page

3. From the **Solutions** page, import Interact. For more information, see Tanium Console User Guide: Managing Tanium solutions. The Interact workbench includes the user interface for questions and results.

Upload the Tanium license

Use Tanium Console to upload the license file. For more information, see Tanium Console User Guide: Managing the Tanium license.

Deploy the Tanium Client to your lab computers

Deploy one or more Tanium Clients to endpoints in your environment so that you can test basic client-server registration. If you set up multiple Tanium Server Appliances, specify the FQDNs of both Tanium Servers so the Tanium Clients use the **ServerNameList** setting to select a Tanium Server.

For comprehensive information on Client deployment options, see the Tanium Client Management User Guide.

Verify Tanium components in the deployment

Verify the basic deployment

1. From the Tanium **Home** page, ask the following question to verify that endpoints with the Tanium Client respond: `Get Computer Name and Tanium Server Name from all machines`
2. Click **Search** and review the results grid to verify that all endpoints with the Tanium Client report successfully.
3. You can also go to the **Client Status** page to review recent Client registration details. Go to **Administration > Configuration > Client Status** to go to the page.

Verify the Zone Server deployment

1. Use the Tanium Client Management service to deploy the Tanium Client to an endpoint in your environment. In the configuration for Tanium Server, specify the Zone Server FQDN (appliance-zs.tam.local in this example).
2. In Interact, ask `Get Computer Name and Tanium Server Name from all machines` and verify that the Tanium Client on the Zone Server reports through the Tanium Zone Server.

Verify a Tanium Cluster deployment

Perform the following additional verifications if you installed a Tanium Cluster through an Appliance Array.

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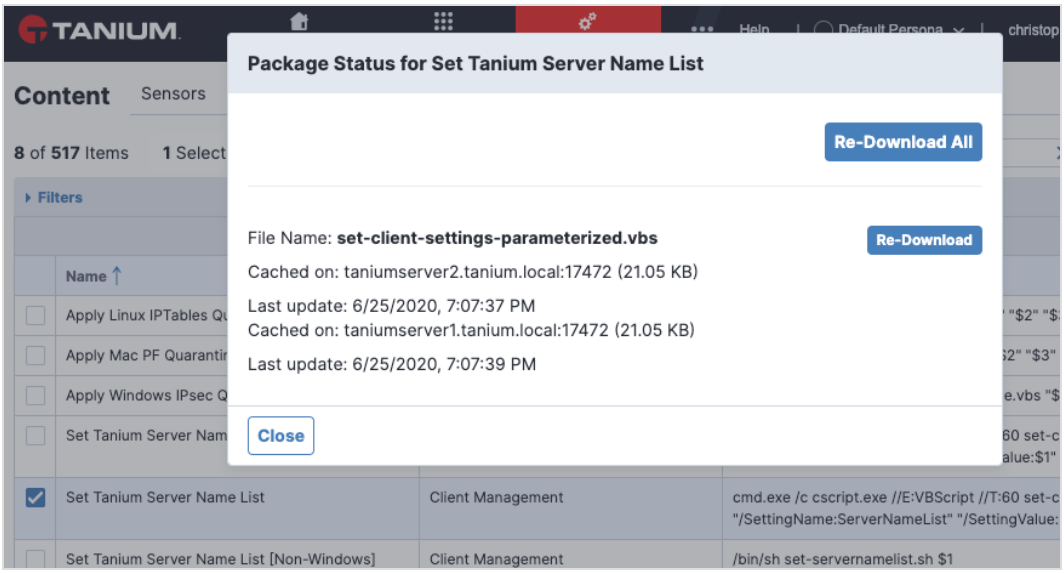
1. In Interact, ask `Get Tanium Server Name List from all machines`. Verify that both Tanium Servers are active.
2. Verify that both Servers can download packages with URL-specified files when such a package is created or imported. The **Set Tanium Server Name** package is an example of a package with URL-specified files:
   a. Go to **Administration > Content > Packages**.
   b. Select the row for **Set Tanium Server Name List**.
   c. Click **Status** and check that the files have been downloaded and are now cached on both Servers.



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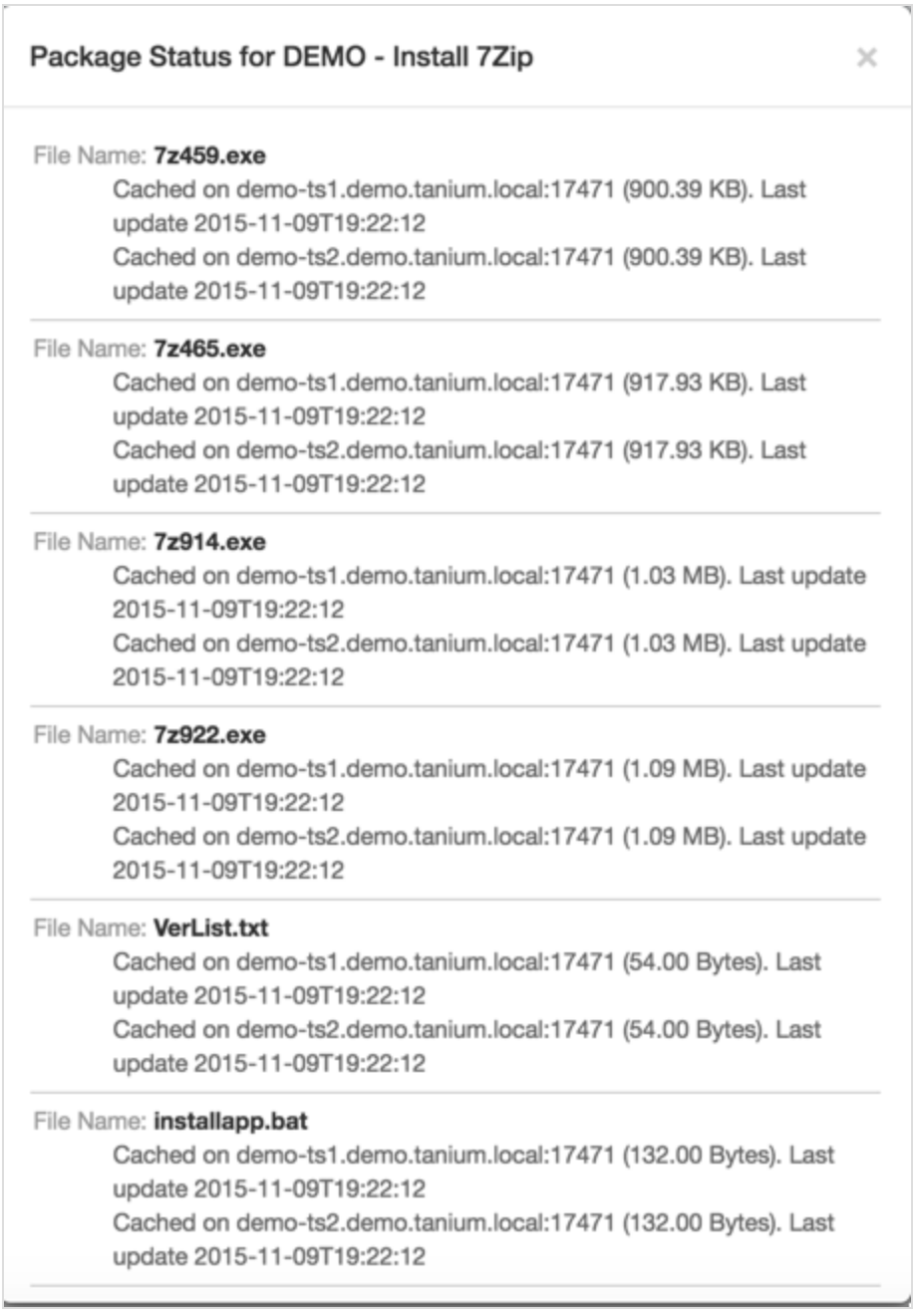
1. Create a new package and specify a locally uploaded file. After you have saved the package, wait a moment for cluster sync to occur, and then check that the files are downloaded and cached by both Servers.



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Working with Appliances in an air-gapped environment

If either of the following components does not have internet access, you must use an air gap installation to set up a TanOS Appliance:

- The Tanium Server
- Tanium Console

After you complete the air gap installation, you can use the **Airgap Operations** menu to configure the Tanium deployment to access Tanium content in the air-gapped environment.



Upgrades to TanOS in an air-gapped environment use the same procedures as other environments, with the exception that you must always copy upgrade files to the `/incoming` directory on the Appliance. For more information, see Upgrade TanOS on Tanium Appliances on page 288.

Overview

In an internet-connected Tanium deployment, the Tanium Server connects to `content.tanium.com` to read a manifest file that enumerates the solutions that can be imported into the deployment. This is the listing you see when you navigate to the **Solutions** page in Tanium Console (see Tanium Console User Guide: Managing Tanium solutions). When a user performs the operation to import the solution, the solution imports from the remote location. In addition, a Tanium package might reference external files that exist on public sites or a local server.

Importing solutions in an internet-connected Tanium deployment

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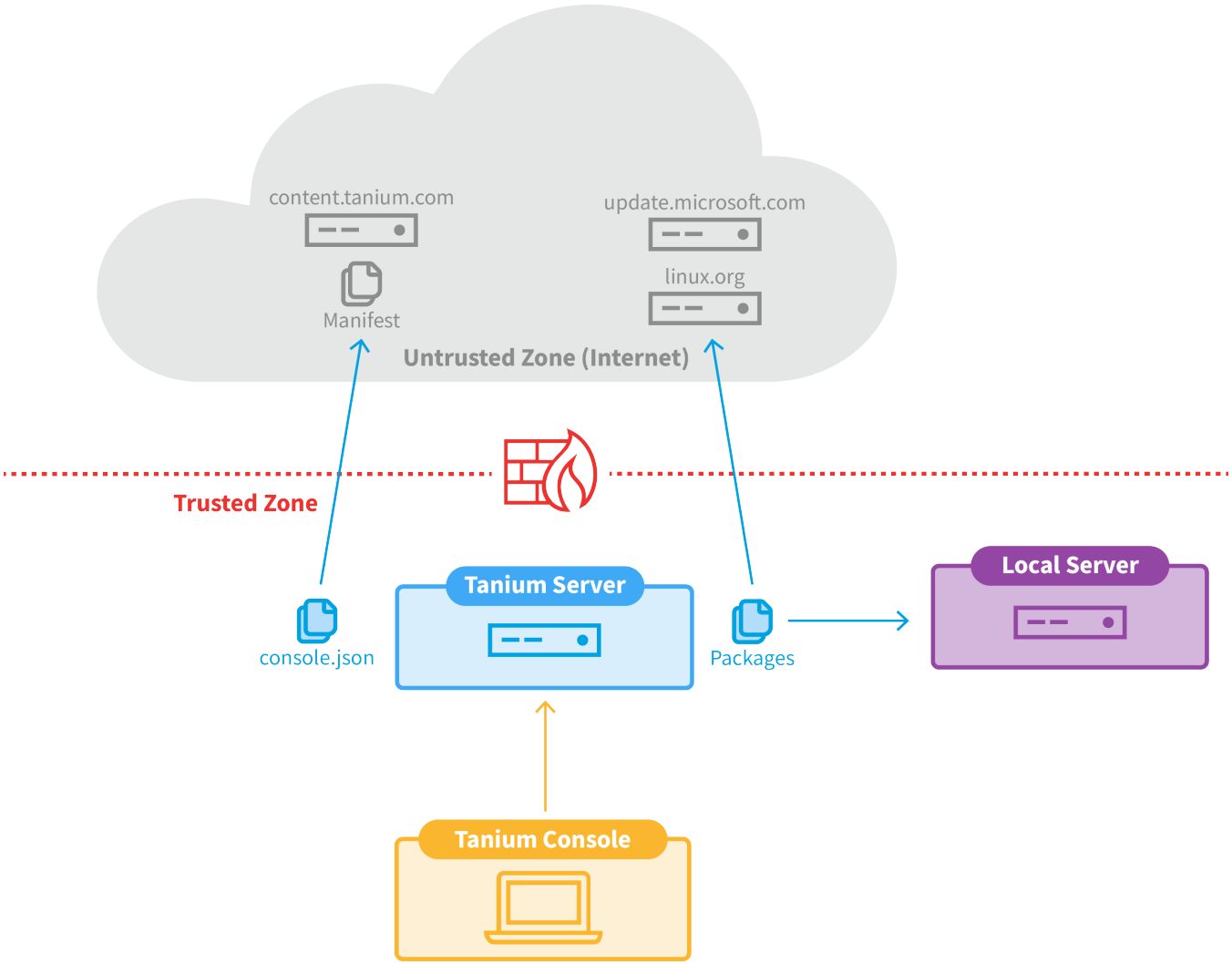

In an air-gapped environment, the Tanium Server does not have access to the internet and cannot directly access content that is ordinarily downloaded from `content.tanium.com` and other internet locations. To support customer deployments in air-gapped environments, Tanium provides air gap support versions of solution modules and content packs. You must download this content from an internet-connected computer, move it to a local computer within the air-gapped environment, and upload it to the Tanium Server using SFTP. The air gap installation process installs the manifest locally on the Tanium Server. Content import is then done locally on the Tanium Server host computer, and the air gap versions of content replace references to `content.tanium.com` and other remote URLs with references to the local host.

Importing solutions in an air-gapped Tanium deployment

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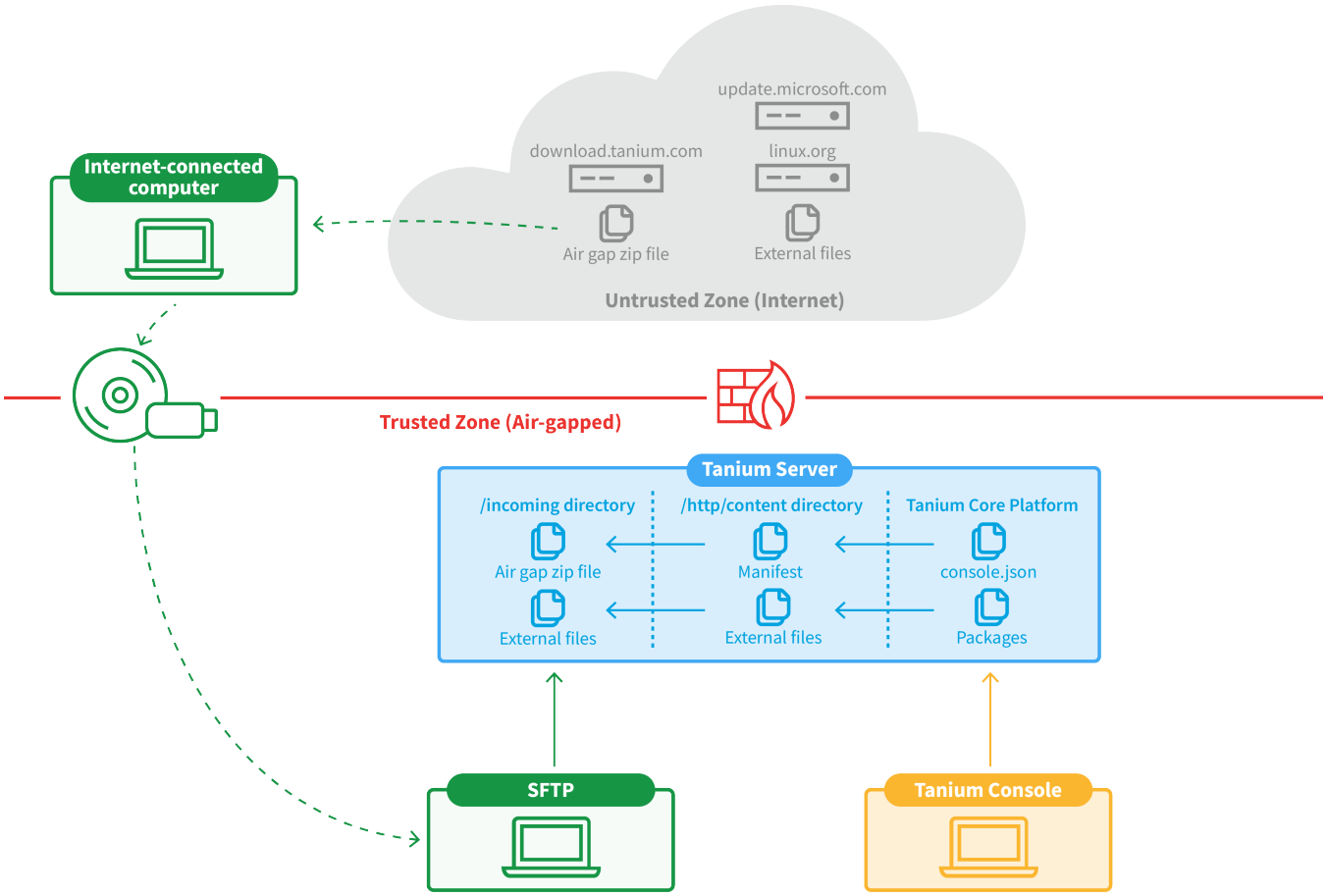

Perform initial setup of an air-gapped environment

Initial setup of an air-gapped Tanium deployment includes the initial setup of the included Appliances, installation of a full update (which includes the air-gapped version of solution modules and content packs), and a few additional configuration tasks that are specific to air-gapped installations.

Before you begin

Make sure you have access to these files that you must bring into the air-gapped environment:

- Tanium license file
- TanOS physical or virtual Appliance image
- Air gap full zip (content zip) file
  - `Tanium_Airgap_X.X_X.X.X.X_YYYY-MM-DD.zip`
  - Contact Tanium Support to obtain this file.

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- Content signing key utility
    - `KeyUtility-X.X.X.X.zip`
    - Contact Tanium Support to obtain this file.
- Software to:
    - Connect to the Tanium Appliances through SSH.
    - Transfer files to and from the Appliance through SFTP.
    - Generate SSH keys.
- Additional module content
    - Mandatory: Default Computer Groups XML file
    - Optional, depending on modules and scenarios:
        - If necessary, air-gapped versions of modules that are more recent than those in the full ZIP package
        - THR Signals
        - Comply standards
        - Comply engines
        - OS patches
        - Tanium Client installers

Prepare a TanOS installation for an air-gapped environment

Initial configuration of an air-gapped environment is similar to that of a typical internet-connected environment, but you must supply a Tanium license during installation and configure the TrustedHostList setting on each Tanium Server and Module Server.

COMPLETE INITIAL SETUP

Follow the initial configuration steps relevant to your TanOS environment:

- Completing the initial setup (physical Tanium Appliance) on page 52
- Completing the initial setup (virtual Tanium Appliance) on page 67
- Completing the initial setup (cloud-based Tanium Appliance) on page 81

SUPPLY A TANIUM LICENSE

Obtain a valid license and the Tanium Core Platform installation package from Tanium Support, and upload them to the Appliance:

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1. On your management computer, set up an SFTP client such as WinSCP to connect to the Appliance.
2. Use the SFTP client to copy your license file (`tanium.license`) and installation package (`<tanium.version>_linux_server_package_8.zip`) to the `/incoming` directory on the Appliance.
   TanOS uses the installation package to install the Tanium roles when you configure the Appliance Array, and it copies the license to the appropriate location during installation of the Tanium Server role.



Do not skip these steps and upload the license later directly through Tanium Console. Upload the license file manually so that when you install the Tanium Core Platform Server roles, the license gets applied automatically.

INSTALL AN APPLIANCE ARRAY AND TANIUM ROLES

Follow the steps in Installing and managing an Appliance Array on page 96.

After you install the Array and Tanium roles, you have a standard installation of Tanium. For example, if you sign in to Tanium Console, it tries to import Tanium Interact and some default content from `content.tanium.com` and then fails. To update from local files, you must convert the installation into an air-gap installation.

UPDATE THE TRUSTEDHOSTLIST SETTINGS ON EACH TANIUM SERVER

Add FQDNs and IP addresses for all Tanium Servers and Tanium Module Servers to both the TrustedHostList and the TDL TrustedHostList on each Tanium Server:

1. Sign in to the TanOS console on the Tanium Server as a user with the `tanadmin` role.
2. Enter `2`-`2`-`1` (Tanium Operations > Configuration Settings > Edit Tanium Server Settings).
3. Enter the line number of the `TrustedHostList` setting and then enter `E` (Edit line).
4. Modify the setting so that it contains the following comma-separated entries, and then press Enter:
   - The FQDN of each Tanium Server
   - The FQDN of each Module Server
   - The IP address of each Tanium Server
   - The IP address of each Module Server
   - `localhost`
   - `127.0.0.1`

   For example, a configured setting might look like the following:
   `ts1.mycompany.com,ts2.mycompany.com,tms1.mycompany.com,tms2.mycompany.com,10.0.0.119,10.0.0.120,10.0.0.121,10.0.0.122,localhost,127.0.0.1`
5. Enter `R`-`R`-`2` (Return to previous menu > Return to previous menu > Edit Tanium Server TDL Settings).
6. Enter the line number of the `TrustedHostList` setting, enter `E` (Edit line), and modify the setting to match the Tanium Server TrustedHostList setting you configured in step 4.

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UPDATE THE TRUSTEDHOSTLIST SETTINGS ON EACH MODULE SERVER

Add FQDNs and IP addresses for all Tanium Servers and Tanium Module Servers to both the TrustedHostList and the TDL TrustedHostList on each Module Server:

1. Sign in to the TanOS console on the Module Server as a user with the `tanadmin` role.
2. Enter `2`-`2`-`5` (Tanium Operations > Configuration Settings > Edit Tanium Module Server Settings).
3. Add the TrustedHostList setting:
   a. Enter `A` (Add a line).
   b. For the key, enter `TrustedHostList`.
   c. For the value, enter the same setting that you configured in step 4 of Update the TrustedHostList settings on each Tanium Server on page 127.
4. Enter `R`-`6` (Return to previous menu > Edit Tanium Module Server TDL Settings).
5. Add the TrustedHostList setting:
   a. Enter `A` (Add a line).
   b. For the key, enter `TrustedHostList`.
   c. For the value, enter the same setting that you configured in step 4 of Update the TrustedHostList settings on each Tanium Server on page 127.

Install a full update

A full update is a ZIP package that includes the air-gapped version of solution modules, production content packs, and lab content packs.

A full update sets the Tanium Server manifest location to its own host name, instead of `content.tanium.com`. The update also generates the `manifest.xml` file. The location of all the entries in the file are set to the name of the Tanium Server, instead of `content.tanium.com`. Tanium publishes a full update a few times per year when Tanium Server releases occur.

In a clustered environment, the update sets the Tanium Server manifest location and content location for both Servers to the Tanium Server you are updating. Install the update only on the primary Tanium Server; the secondary Tanium Server subsequently downloads the content from the primary Tanium Server.

BEFORE YOU BEGIN

- If you are installing the full update for the first time, complete the steps in Prepare a TanOS installation for an air-gapped environment on page 126.
- Read the release notes for the content packs and modules included in the air gap ZIP file. Make sure that you understand the changes introduced in every release in the path from the current release to the target release.
- Run a health check on each Appliance in the environment to make sure each Appliance is in a healthy state before you perform the update.

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DOWNLOAD THE ZIP FILE

1. From a computer with internet access, download the air gap ZIP file.
2. Copy the ZIP file to a location that is available to the Appliances.

INSTALL THE UPDATE

1. Use SFTP to copy the air gap ZIP file to the `/incoming` directory on the Tanium Server Appliance. The file name provided by Tanium must be preserved.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `2-C-1` (Tanium Operations > Manage Content > Install Airgap Content).
4. Enter the line number of the file that you want to install.
5. Follow the prompts to install the air gap ZIP file.

```
------------------------------------------------------

    >>> Tanium Operations -> Airgap Installer <<<

This feature is used to install a Tanium Airgap content package.

Airgap files should be placed in the incoming directory using sftp tancopy.
File names as provided by Tanium must be preserved. This installer supports
the following Airgap content file types.

* Air Gap Individual Zip     Airgapped-*-Installer.zip
* Air Gap Bundle Zip         Tanium_Airgap_*.zip
* Air Gap Bundle RPM         TaniumAirgap-*.rpm

Air Gap Bundle files are very large and will take several minutes to install.

 Continue with installation of Tanium_Airgap_2026H1_U5_2026-07-30.zip ? [Yes|No]:
yes
 Running airgap installer
 Validating file signature
################################## [100%]
Updating / installing...
################################## [100%]

 Enter Console URI (minus protocol prefix): ts1.tam.local

 Console URI is: https://ts1.tam.local/content/manifest.xml
```

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```
 Creating content signing key
 Pruning Airgap content
Nothing to prune
NO airgap content directory found
 Installing content

 Re-Apply Tanium Server ACLs
 Removing Airgap RPM

 Airgap installation complete

 Tanium Server Manifest URL changed to custom
(https://ts1.tam.local/content/manifest.xml)

 Press enter to continue
```

For the console URI, enter the public FQDN of the Server.

6. Press **Enter** to return to the **Manage Content** menu.

When you install the air gap ZIP file, TanOS automatically makes the following changes:

- Sets the manifest URL and the labs manifest URL on the Tanium Servers to the URL for the Tanium Server on which you are installing the update. For more information, see Change the air gap manifest URLs.
- Sets the `is_airgap` global setting on the Tanium Servers to `1`.
- Sets the `content_base_url` global setting on the Tanium Servers to `https://fqdn/content`, where *fqdn* is the fully qualified domain name of the Tanium Server on which you are installing the update.

Sign in to Tanium Console and let the Server complete the initial import

At this point, the Tanium installation is converted into an air gap installation.

Sign in to Tanium Console for the first time through the FQDN of the primary Tanium Server. After this step, the system automatically imports Default Content.



If the initial import process fails:

- Make sure the URL you are using to access Tanium Console contains the exact same host name listed in the manifest URL configuration on the Appliance. For example, do not use the IP address to connect to the console if the manifest lists the FQDN of the Appliance.
- Make sure you did not forget to set the location of the LABS manifest. For more information, see Install a full update on page 128.

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Import recommended content

1. As a test, import Interact to make sure it works.

   IMPORTANT

   If the import fails, check all the TrustedHostList settings, modify as needed, and then try this step again.

2. Download, sign, and import the Default Computer Groups XML file.

   An air-gapped version of the Default Computer Groups content is not available, because the content does not include sensors or packages.

   To sign the file before you import it, follow the instructions in Tanium Console User Guide: Authenticating content files.

   NOTE

   After successfully importing Default Computer Groups, it does not appear on the **Content > Solutions** page even though it was installed successfully.

3. Import Tanium Client Management.

   IMPORTANT

   To deploy Tanium Clients with Client Management in an air-gapped environment, you must upload Tanium Client files. For more information, see Tanium Client Management User Guide: Manage versions of the Tanium Client available for deployments and upgrades.

Import content packs and modules

After you install full or individual updates, you can import the related content packs and modules into Tanium.

After you install a full update, if you want to install the modules and content that came with the update, then you can proceed to install them. If you want to use more recent versions of the modules than what shipped with the full ZIP package, see Install an individual update on page 134. To install additional updates for individual modules, see Update external files for individual modules on page 137.

1. Sign in to Tanium Console on the primary Tanium Server as a user with the Administrator reserved role, which is required to import content.
2. From the Main menu, go to the **Administration > Configuration > Solutions** page.
3. Click **Import >Import Files**.
4. Perform one of the following steps to select the file:
   - Drag and drop files from your file explorer.
   - Click **Browse for File**, select the file, and click **Open**.
5. Review the content to import. In most cases, when you import Tanium-produced content, select the options to merge the

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categories configuration and to overwrite all of the other configurations, including the designated content set.

6. Click **Begin Import**. If prompted, enter your credentials and click **OK**.
7. Review the messages to make sure the import completes successfully, and then click **Close**.

If you encounter errors importing content, check the trusted host list configuration on all Tanium Server and Tanium Module Server Appliances to ensure the air gap Server IP address is trusted. For more information, see Configuring Appliance security on page 216 and Edit TDownloader settings on page 196.

Update an existing air gap installation

To perform updates in an air-gapped environment, you obtain and install different types of update packages, and then import the included modules and content.

Types of air gap updates

Full updates

Tanium Server releases occur a few times per year. For each Tanium Server release, Tanium publishes a ZIP package that includes the air-gapped version of solution modules, production content packs, and lab content packs. A full update is also used for initial setup of an air-gapped environment.

Individual updates

Tanium product releases occur weekly. Usually, a few solution modules or content packs are updated. If a solution module or content pack update is published, Tanium posts a ZIP file that contains the content XML and external files for the update.

Additional external files updates

External files for Tanium Comply, Tanium Deploy, Tanium Patch, and Tanium Threat Response might require updates more frequently than full or individual update releases. These files can be obtained and installed separately.

When to perform an update

CUSTOMER LAB

Install updates at the direction of Tanium Support. Updates in the lab are completed in preparation for a rollout to production.

The following list is a typical work flow for update management:

- Install the available full update initially when you first set up the air-gapped installation of TanOS.
- Install full updates shortly after they are made available.
- Install individual updates for the solution modules and content that you support shortly after they are made available.
- Install additional external file updates regularly.

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TIP

Make a habit of tracking weekly release announcements. Read the release notes to identify items included in the release that might improve the user experience and organizational objectives.

CUSTOMER PRODUCTION

Install updates only after you complete testing in the lab environment.

Before you begin

Make sure you have access to these files that you must bring into the air-gapped environment:

- The appropriate update package. Support for Tanium Appliances on page 307 to obtain this file.
- Content signing key utility
  - `KeyUtility-X.X.X.X.zip`
  - Support for Tanium Appliances on page 307 to obtain this file.
- Software to:
  - Connect to the Tanium Appliances through SSH.
  - Transfer files to and from the Appliance through SFTP.
- Additional module content
  - Mandatory: Default Computer Groups XML file
  - Optional, depending on modules and scenarios:
    - If necessary, air-gapped versions of modules that are more recent than those in the full ZIP package
    - THR Signals
    - Comply standards
    - Comply engines
    - OS patches
    - Tanium Client installers

Install a full update to update an existing air-gapped installation

You can install each full update as it is released to update Tanium Core Platform Servers, modules, and content. For more information, see Install a full update on page 128.

After installing the full update, import updated content packs and modules. For more information, see Import content packs and modules on page 131.

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Install an individual update

You can install each individual update as it is released to apply the latest module and content pack updates.

BEFORE YOU BEGIN

Read the release notes for the content pack or module included in the air gap installer file. Make sure that you understand the changes introduced in every release in the path from the current release to the target release.



The Tanium Server requires that content files imported into Tanium Console are signed, and the signatures verified by public keys stored on the Tanium Server. The public keys for content developed by Tanium and delivered through `content.tanium.com` are included with the installation.

DOWNLOAD THE UPDATE FILE



The installer supports both RPM and ZIP air gap files. The following instructions demonstrate an install with a ZIP file.

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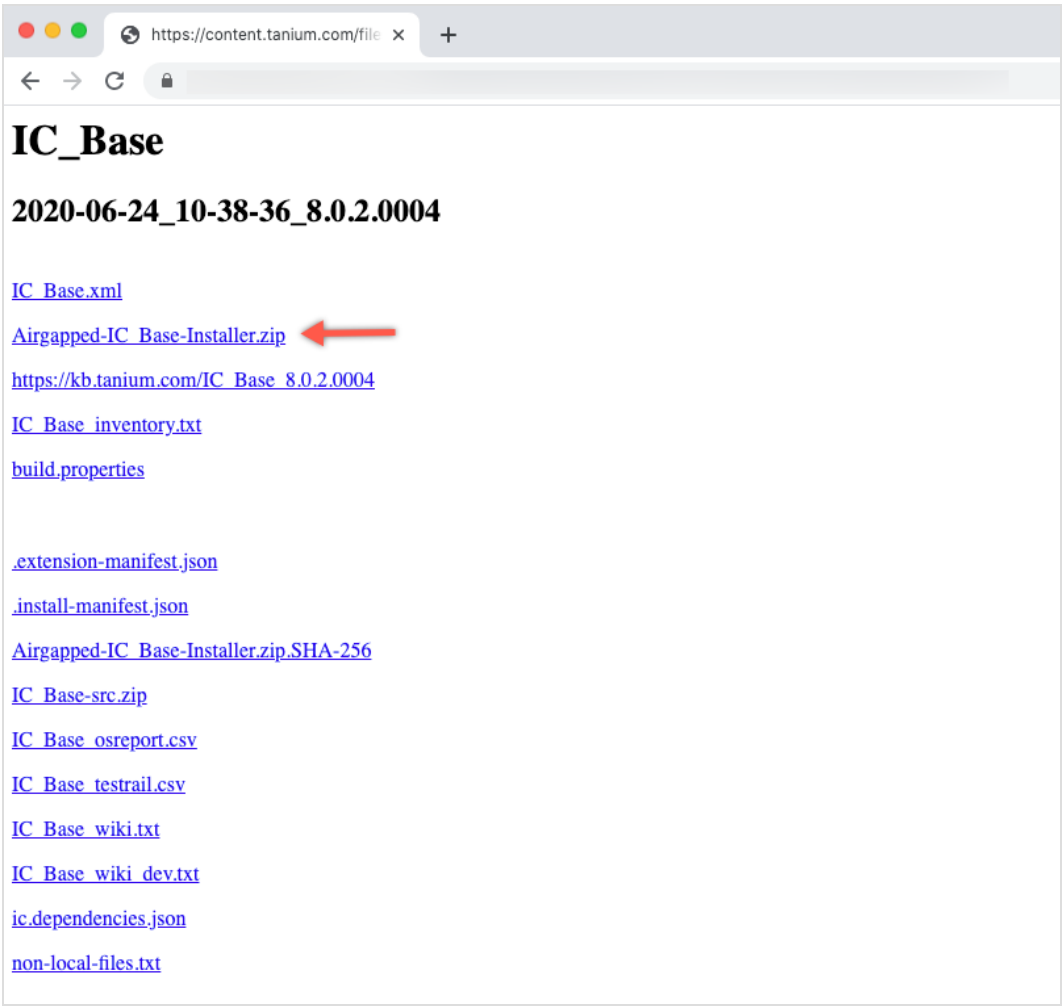
1. From a computer with internet access, download the air gap ZIP file.



2. Copy the file to a location that is available to the Appliances.

INSTALL THE UPDATE

1. Use SFTP to copy the air gap ZIP file to the `/incoming` directory on the Tanium Server Appliance.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `2-C-1` (Tanium Operations > Manage Content > Install Airgap Content).
4. Enter the line number of the file that you want to install.
5. Follow the prompts to install the air gap ZIP file, but do not press **Enter** after the install completes.

```
------------------------------------------------------

    >>> Tanium Operations -> Airgap Installer <<<
```

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```
This feature is used to install a Tanium Airgap content package.

Airgap files should be placed in the incoming directory using sftp tancopy.
File names as provided by Tanium must be preserved. This installer supports
the following Airgap content file types.

* Air Gap Individual Zip     Airgapped-*-Installer.zip
* Air Gap Bundle Zip         Tanium_Airgap_*.zip
* Air Gap Bundle RPM         TaniumAirgap-*.rpm

Air Gap Bundle files are very large and will take several minutes to install.

   #  File name
   1: Airgapped-IC_Base-Installer.zip

Please select file by line number (enter to exit): 1

 Continue with installation of Airgapped-IC_Base-Installer.zip ? [Yes|No]: yes
 Running airgap installer
 Validating file signature

 Airgap installer script completed.

 The XML file for install of the Airgap content can be downloaded
 from the following URL
     https://ts1.tam.local:8443/content/IC_Base/2020-06-24_10-38-36_1.2.3.4567/IC_
Base.xml

 Re-Apply Tanium Server ACLs
 Removing Airgap installer files

 Airgap installation complete

 Press enter to continue
```

6. Copy the URL that appears for the XML file.
7. Press **Enter** to go to the **Manage Content** menu.
8. Download the XML file to your local computer. For example, you can open the URL in a web browser and save the file to your computer. Depending on the configuration, you might need to change the FQDN of the Server to the IP address.

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9. Use `keyutility.exe` to generate a cryptographic key pair and use it to sign the XML file. For more information, see Enable import of user-created content in an Appliance deployment on page 201.

```
C:\Tanium\KeyUtility.exe signcontent TaniumLab.pvk IC_Base.xml
Signature Created.

C:\Tanium>
```

WHAT TO DO NEXT

After installing the individual update, import updated content packs and modules. For more information, see Import content packs and modules on page 131.

Update external files for individual modules

External files for Tanium Comply, Tanium Deploy, Tanium Patch, and Tanium Threat Response might require updates more frequently than full or individual update releases. These files can be obtained and installed separately.

UPDATE THE TANIUM COMPLY ENGINE PACKAGES

In an internet-connected environment, Tanium Comply automatically connects to `content.tanium.com` to download updates for key components used in endpoint scans. In an air-gapped environment, you must update these components manually through Tanium Console. For complete instructions, see Tanium Comply User Guide: Configure Comply for an air-gapped environment.

CONFIGURE AN ALTERNATE LOCATION FOR THE PREDEFINED PACKAGE GALLERY IN TANIUM DEPLOY

The Predefined Package Gallery in Tanium Deploy provides a collection of common software packages that are hosted at `content.tanium.com`. These packages are preconfigured and ready to deploy to endpoints. By default, the Tanium Server in an air-gapped environment cannot directly access Deploy Gallery package definitions. You can configure an alternative Gallery location so that a Tanium Server in an air-gapped environment can still download the Gallery. For complete instructions, see Tanium Deploy User Guide: Configure an alternate location for the Predefined Package Gallery.

UPDATE TANIUM PATCH FILES

When the Tanium Server is in an air-gapped environment, the Server cannot download patches from the internet. You must configure Patch to install patches from an alternate file location in the Patch settings for Windows endpoints.

To update Tanium Patch files, follow the steps in Tanium Patch User Guide: Downloading patches in an air-gapped environment, but perform the following steps after you download the remote package files:

1. Rename the ZIP file to `content-results.zip` and copy to a location that is available to the Tanium Server Appliance.
2. Use SFTP to copy the ZIP file to the `/incoming` directory on the Tanium Server Appliance.
3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `2-C-4` (Tanium Operations > Manage Content > Manage Web Server Content).

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5. Enter `1` to go to the **Tanium Web Server Content Installer** menu and follow the prompts to install the `content-results.zip` file.
6. Verify the configuration as instructed in the Patch documentation.

INSTALL OR UPDATE TANIUM THREAT RESPONSE SIGNALS

In an internet-connected environment, Tanium Threat Response automatically connects to `content.tanium.com` to download updates for Tanium Signals. In an air-gapped environment, you must update the Tanium Signals files manually.

Download the Tanium Signals file

1. From a computer with internet access, go to the content download URL and download the `DetectSignalsV4.zip` file.
2. Use a ZIP program to add another ZIP layer. The extra layer is required to import the ZIP file to the Tanium Server Appliance. For example:
   a. Go to **Administration > Configuration > Solutions**, search for **Distribute Tanium Standard Utilities**, and download `7za.exe`.
   b. Create an archive named `content-DetectSignalsV4.zip` that includes the file `DetectSignalsV4.zip`.

```
cmd> 7za a content-DetectSignalsV4.zip DetectSignalsV4.zip
7-Zip (a) 18.05 (x86) : Copyright (c) 1999-2018 Igor Pavlov : 2018-04-30

Scanning the drive:
1 file, 13644 bytes (14 KiB)
Creating archive: content-DetectSignalsV4.zip

Add new data to archive: 1 file, 13644 bytes (14 KiB)

Files read from disk: 1
Archive size: 13735 bytes (14 KiB)

Everything is Ok
```



The file must be named `content-DetectSignalsV4.zip`. TanOS expects the prefix `content-`.

   c. Copy the file to a location that is available to the Tanium Server Appliance.

Install or update the Tanium Signals file

1. Install the content on the Tanium Server Appliance:
   a. Use SFTP to copy the Tanium Signals ZIP file to the `/incoming` directory on the Tanium Server Appliance.
   b. Sign in to the TanOS console as a user with the `tanadmin` role.
   c. Enter `2`-`C`-`4` (Tanium Operations > Manage Content > Manage Web Server Content).

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d. Enter `1` to go to the **Tanium Web Server Content Installer** menu and follow the prompts to install the Tanium Signals ZIP file.

2. Specify the location on the Appliance for the Tanium Signal's manifest URL setting.

   a. In a web browser, sign in to Tanium Console, and go to **Modules > Threat Response**.

   b. From the Threat Response menu, go to **Intel > Sources**.

   c. Edit the **Tanium Signals** source. If the source does not exist, click **New Source** and complete the configuration.

   d. For the manifest URL, specify the URL for the zip file that you installed in the previous steps. The URL has the following form: `https://<TS FQDN>/content/files/DetectSignalsV4.zip`. The file name of the zip file is case sensitive.

   e. Save the configuration.

   f. From the **Sources** page in Threat Response, make sure the **Intel Count** populates with items in the **Tanium Signals** row.

   > **NOTE** It might take up to the time configured for the **Subscription Interval** in the Tanium Signals source (60 minutes by default) for the intel to update from the Tanium Signals file.

Troubleshooting tips

- If the Server deployment uses self-signed certificates, select the **Ignore SSL** option.
- If you encounter errors importing content, check the trusted host list configuration on both the Tanium Server and Tanium Module Server to ensure the air gap Server IP address is trusted.
- On the Module Server, check the Threat Response log (TanOS menu path `3-2-<Threat Response menu number>-2`). Export the log and search for the string *signals.downloadSignalsZip* to see the logs related to the download operation.

View the air gap usage report

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-C` (Tanium Operations > Manage Content).
3. Enter `2` to go to the **Airgap Content Usage** report.

```
-----------------------------------------------------

  >>> Tanium Operations -> Airgap Content Usage <<<

   UsedKB Solution                  Solution_ID            Sol_Vers Action
   ====== ========                  ===========            ======== ======
  149068K Connect                   99-200-0008         1.2.3.4567 Delete
```

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```
Delete will prune 150M bytes from 1 solutions
Delete will preserve 0 bytes from 0 solutions

 Press enter to continue
```

View the air gap installation log

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`1`-`1`-`9` (Tanium Support Menu > Tanium Log Files > TanOS Appliance > Airgap Log).
3. Enter `V` to view the current log file, or enter the line number of a previous log file if the relevant log entries have been rotated out of the current log file.

Prune unused air gap content

You can prune solutions that have been upgraded to a later version and content that was included in an update but that has not been imported.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2`-`C`-`3` (Tanium Operations > Manage Content > Prune Airgap Content).
3. Follow the prompts to prune the air gap content.

Manage web server content

TanOS has menus to support installation and management of air-gapped web server content.

Before you begin

Use SFTP to copy the air gap content files to the `/incoming` directory on the Appliance. The file names must be in the `content-*.zip` format. The web content installs to the `<Tanium Server>/http/content/files` directory.

Install content

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2`-`C`-`4`-`1` (Tanium Operations > Manage Content > Manage Web Server Content > Tanium Web Server Content Installer).
3. Follow the prompts to install the content.

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Delete content by list

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-C-4` (Tanium Operations > Manage Content > Manage Web Server Content).
3. Enter `3` and follow the prompts to delete the content.

Change the air gap manifest URLs

The *manifest* and *lab manifest* refer to the URL Tanium Console uses to locate solution modules and content packs available for download and use. The default locations point to `content.tanium.com`. In an air-gapped deployment, the manifest URLs are different. Use the TanOS menu to change them to the air gap content location. If a lab license is in use, you must change both the manifest and lab manifest locations.



When you install a full update, TanOS automatically changes the manifest URL and the labs manifest URL to the URL for the air gap Server IP address, and it is only necessary to follow these steps if the manifest is not located on the Tanium Server. For more information, see Install a full update on page 128.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-C-B` (Tanium Operations > Manage Content > Manifest URL Change).
3. Use the menu to change the manifest URL.

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Managing TanOS users

Use TanOS to manage TanOS system user accounts, which allow users to access the TanOS console on the Tanium Appliance. These user accounts include the predefined TanOS users `tanadmin` and `tancopy`. The **TanOS User Management** menu (`C`-`U`) contains options to manage these users. TanOS users are separate from Tanium users who can access the Tanium™ Console. TanOS users are also local to each Appliance; users are not shared across Appliances.

- You can optionally use your enterprise LDAP server to manage TanOS authentication. For more information about using LDAP for TanOS users, see Configure LDAP authentication for TanOS system users on page 154.
- For more information about the predefined TanOS user accounts, see Completing the initial setup (physical Tanium Appliance) on page 52, Completing the initial setup (virtual Tanium Appliance) on page 67, or Completing the initial setup (cloud-based Tanium Appliance) on page 81.
- Users with the `tanadmin` role can also manage Tanium Console users for demo or testing purposes, using the local authentication service in TanOS. For more information, see Configure the local authentication service for Tanium Console users on page 182.

The subsequent topics in this section provide details about managing TanOS users.

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Change the password for the current TanOS user

NOTE

- Use these steps to reset the password for the TanOS user who is currently signed in. On TanOS 1.7.3 or later, the password reset prompt appears if the user password expires. To reset the password for another TanOS user, see Enable or disable a system user account on page 147.
- You can change your password from within TanOS only if you are signed in as a locally administered TanOS user. The option to change your password is not available if you are signed in as an LDAP user.

1. Sign in to the TanOS console.
2. Enter `P` and follow the prompts to change the password.

After the password changes, you are signed out.

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Manage SSH keys for TanOS users

The installation process generates a public/private ECDSA SSH key pair for the `tanadmin` user. Use the **User Administration** menus to perform the following functions:

- Regenerate the key pair.
- Generate keys for the other TanOS special users.
- Add authorized keys to support inbound user connections.
- View the public key so you can copy and paste it into other Appliance configurations.

You can use the **ssh-copy-id** command in OpenSSH to add an SSH public key from your local host to any TanOS user with the `tanadmin` role on the Tanium Appliance. For example:

```
ssh-copy-id -i public_key_file user@appliance
```

Before you begin

- You must have an SSH client to sign in to the TanOS console and an SFTP client such as WinSCP to copy files to and from the Appliance.
- You must have an SSH key generator such as ssh-keygen to generate keys for the user.

Generate keys

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter the line number of the user account that you want to manage.
4. Enter `P` to manage the SSH key pair.
5. Enter `G` to generate a public/private key pair.

Add authorized keys

1. Use an SSH key generator such as ssh-keygen to generate a public/private key pair. Note:
    - Specify an ECDSA key (such as `ssh-keygen -t ecdsa`) or an RSA key with at least 2048 bits.
    - Specify a passphrase that is easy to remember.
    - Save the private key to a location that you can access when you set up your SFTP client.

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2. Copy all of the text in the public key file to the clipboard. If you use ssh-keygen, copy the contents of the `.pub` file that you created.

   

   In an SSH key exchange, the keys must match exactly.

3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `C-U` (User Administration > TanOS User Management).
5. Enter the line number for the `tancopy` user to go to the user administration menu for this user.
6. Enter `A` (Authorized Keys).
7. Enter `A` and follow the prompts to add the contents of the public key generated in Step 1.

View public keys

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter the line number for the `tancopy` user to go to the user administration menu for this user.
4. Enter `P` to go to the **Key Pair** menu to view the public key.

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Configure TanOS system users

You can create TanOS users that have `tanadmin` or `tanuser` permissions. The system users with the `tanadmin` role have access to all menus. System users with the `tanuser` role have access to status menus.

You can also protect a user with the `tanadmin` role, which gives the account the same properties as the `tanadmin` special user and allows you optionally to unprotect and disable the `tanadmin` special user.



Create more than one privileged user with the `tanadmin` role in case you forget the password for the built-in `tanadmin` user or your main protected user.

You can optionally use your enterprise LDAP server to manage TanOS authentication. For more information, see Configure LDAP authentication for TanOS system users on page 154.



TanOS includes a `tanldap` user account, which appears in the TanOS User Management menu, and a `tancomm` user account, which does not appear in the TanOS User Management menu. These user accounts are used internally to facilitate communication among Tanium Appliances. Do not sign in to either of these user accounts.

Add a system user

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`U` (User Administration > TanOS User Management).
3. Enter `A` and follow the prompts to add a system user.

Disable password access

When you disable password access for a user, the user can only sign in through SSH using the configured SSH private key. You can disable password access for any user except the `tanadmin` special user.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to manage.
4. Enter `N` and follow the prompts to disable password access for the user.

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Reset a user password or enable password access

Password access is enabled by default. If you disable password access for a user and want to re-enable password access or if you need to reset a user password, perform the following steps.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to manage.
4. Enter `C` to enable password access or reset the password for the selected user.
    - If you enable the password for the current user, enter a password.
    - If you enable password access for another user, TanOS generates a random password.

Enable or disable a system user account

You can temporarily disable a system user account without deleting it.



You cannot disable a protected user. You can disable the `tanadmin` special user only if another protected user exists and you unprotect the `tanadmin` special user. See Protect or unprotect a user account with the tanadmin role on page 147.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to manage.
4. Enter `D` to disable the user account, or enter `E` to enable an account that was previously disabled.

Protect or unprotect a user account with the tanadmin role

You can protect a user with the `tanadmin` role, which gives the account the same properties as the `tanadmin` special user and applies the following conditions:

- The user account cannot be disabled or deleted.
- The user can protect or unprotect other user accounts.
- The user can sign in to the appliance console if the account is locked for SSH sign-in.
- On a physical Tanium Appliance or virtual Tanium Appliance, you cannot disable password access for the account.
- On cloud-based Tanium Appliance, you cannot delete all SSH keys for the account.

By default, the built-in `tanadmin` special user is protected. If you have at least one other protected user, you can optionally unprotect and disable the `tanadmin` special user.

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IMPORTANT

You must have at least one protected user at all times. You cannot unprotect the last protected user.

1. Sign in to the TanOS console as the `tanadmin` special user or another user that has the `tanadmin` role and is already protected.
2. Enter `C`-`U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to manage.
4. Enter `T` to toggle protection of the user.

Delete a system user

IMPORTANT

You cannot delete the `tanadmin` or `tancopy` special users or a protected user. See Protect or unprotect a user account with the tanadmin role on page 147.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to manage.
4. Enter `X` and confirm to delete the user.

Edit known hosts

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to manage.
4. Enter `F` to edit the known hosts file. You can delete existing fingerprints from the file, or you can scan a remote host to automatically add fingerprints.
    - To delete a fingerprint, enter a line number and confirm the deletion.
    - To scan a remote host and automatically add all discovered fingerprints, enter `S` and follow the prompts.

View history of sign in attempts

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`I` (User Administration > Recent Login Information).
3. Use options `A`, `B`, and `C` to view the history of sign in attempts.

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Configure global authentication requirements and global multifactor authentication

You can configure the Appliance to use multifactor authentication (MFA) to validate TanOS user accounts on each sign-in through an SSH connection. You can optionally require users to authenticate with a password, an SSH key, a time-based one-time password (TOTP), or any combination of these.

The following sign-in behaviors apply to each combination of password and key authentication:

- **Both password and key configured as optional:** If a user has an SSH key configured and supplies it during sign-in, no password is required. If the key is not supplied or not configured, the user must enter a password.
- **Both password and key configured as required:** Each user must have an SSH key configured and must supply both the password and key to sign in.
- **Password configured as required and key configured as optional:** Each user must supply a password to sign in, regardless of whether an SSH key is configured or supplied.
- **Password configured as optional and key configured as required:** Each user must have an SSH key configured and must supply the key to sign in. No password is required or requested during sign-in.

You can configure multifactor authentication as a global setting or for individual users, and you can exempt selected accounts from global multifactor authentication settings. To configure MFA settings for individual users, see Configure individual multifactor authentication on page 152.

Multifactor authentication settings determine whether users must also supply a TOTP during sign-in, along with a password and key as required. If you disable multifactor authentication globally, a user is required to supply a TOTP during sign-in only if that user has multifactor authentication configured individually. If you enable multifactor authentication globally, each users must configure multifactor authentication and supply a TOTP to sign-in.



- Tanium Appliances use Google Authenticator for multifactor authentication.
- You cannot enable global multifactor authentication if an LDAP connection is configured to manage TanOS system users. For more information, see Configure LDAP authentication for TanOS system users on page 154.

Require key authentication globally

Perform the following steps to require all users who sign-in through SSH to use an authorized key configured in their profiles.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`M`-`K` (User Administration > Multifactor Global Settings > Require key authentication).
3. Enter `E` and follow the prompts to enable global key authentication.

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Make key authentication optional globally

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-M-K` (User Administration > Multifactor Global Settings > Require key authentication).
3. Enter `D` and follow the prompts to disable global key authentication.

Require password authentication globally

Perform the following steps to require all users who sign-in through SSH to input a password, even when a user provides an SSH key.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-M-P` (User Administration > Multifactor Global Settings > Require password authentication).
3. Enter `E` and follow the prompts to enable global key authentication.

Make password authentication optional globally

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-M-P` (User Administration > Multifactor Global Settings > Require password authentication).
3. Enter `D` and follow the prompts to disable global key authentication.

Enable global multifactor authentication



If you want to exempt specific accounts from requiring multifactor authentication, you should exempt the accounts before you enable global multifactor authentication to minimize disruption. To exempt a user from multifactor authentication, see Exempt a user from global multifactor requirements on page 152.



To make sure an admin user can still sign in through SSH after you enable multifactor authentication, you must either exempt at least one admin user or configure multifactor authentication individually for at least one admin user before you enable multifactor authentication globally. For more information, see Exempt a user from global multifactor requirements on page 152 or Configure Google Authenticator for a user on page 152.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-M-M` (User Administration > Multifactor Global Settings > Require Multifactor Authentication).
3. Enter `E` and follow the prompts to enable global multifactor authentication.

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Disable global multifactor authentication

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`M`-`M` (User Administration > Multifactor Global Settings > Require Multifactor Authentication).
3. Enter `D` and follow the prompts to disable global multifactor authentication.

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Configure individual multifactor authentication

In addition to global multifactor authentication, you can configure multifactor authentication for individual users or exempt individual users from global multifactor authentication requirements.

To manage global multifactor authentication settings, see Configure global authentication requirements and global multifactor authentication on page 149.

Exempt a user from global multifactor requirements

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to edit.
4. Enter `M` to manage the multifactor authentication settings for the user.
5. Enter `E` and follow the prompts to exempt the user from all multifactor authentication requirements.

To remove the exemption for the user, perform the steps in Reset user multifactor settings on page 153.

Configure Google Authenticator for a user

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to edit.
4. Enter `M` to manage the multifactor authentication settings for the user.
5. Enter `G` and follow the prompts to configure Google Authenticator for the user.

View user multifactor settings

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to edit.
4. Enter `M` to manage the multifactor authentication settings for the user.
5. Enter `V` to show the multifactor authentication settings for the user.

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Reset user multifactor settings

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C-U` (User Administration > TanOS User Management).
3. Enter the line number of the user that you want to edit.
4. Enter `M` to manage the multifactor authentication settings for the user.
5. Enter `X` and follow the prompts to reset the multifactor authentication settings for the user.

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Configure LDAP authentication for TanOS system users

You can optionally configure an LDAP connection to use Active Directory or another directory service to manage TanOS system users.

NOTE

- You cannot delete the `tanadmin` and `tancopy` special users. These user accounts are always administered locally within TanOS. Even if an LDAP query returns either of these user names, the locally administered user and associated password takes precedence.
- This LDAP configuration applies only for authentication in the TanOS console. For information about using LDAP for Tanium users, see Tanium Console User Guide: Integrating with LDAP servers.
- TanOS requires TLS encryption using StartTLS for communication with the LDAP server, and the standard port is 389. In the LDAP server configuration, you can specify whatever port your LDAP server listens on for its inbound LDAP traffic. Your network administrator must configure network security to allow this traffic.
- If you configure an LDAP connection to manage TanOS system users, you cannot enable global multifactor authentication. For more information, see Configure global authentication requirements and global multifactor authentication on page 149.

Manage the authentication certificate for the LDAP server

TanOS requires TLS encryption using StartTLS for communication with the LDAP server. You must import the LDAP server root certificate authority (CA) certificate. The certificate must be in PEM format. On the Appliance, you have the option to paste the contents of the LDAP server root CA certificate or import the file.

NOTE

- If you import a new certificate after you have already configured LDAP server connection settings, you must re-enter the bind credentials for the connection. For more information, see Configure specific LDAP connection settings on page 155.
- Secure certificates for Server and Client systems are required. The certificates have a minimum bit size of 2048 for RSA and 256 for ECDSA. To check key sizes, use OpenSSL from a CLI. If your Tanium license includes Tanium Certificate Manager, see Tanium Certificate Manager User Guide: View short keys for the steps to check the key sizes in your environment.

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Option 1: Paste the LDAP server root CA certificate Contents

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A`-`M` (User Administration > AD/LDAP TanOS Authentication > Manage AD/LDAP Certificate).
3. Enter `P` and follow the prompts to paste the contents of the LDAP server root CA certificate file.

Option 2: Import the LDAP server root CA certificate file

1. Use SFTP to copy the certificate file to the `/incoming` directory of the Tanium Server Appliance.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `C`-`A`-`M` (User Administration > AD/LDAP TanOS Authentication > Manage AD/LDAP Certificate).
4. Enter `I` and follow the prompts to import the LDAP server root CA certificate file.

Manage the imported LDAP server root CA certificate

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A` (User Administration > AD/LDAP TanOS Authentication).
3. Enter `M` to go to the **Manage AD/LDAP Certificate** menu and view the certificate information. Use the menu options to manage the certificate.

Configure the LDAP server connection settings

BEST PRACTICE

Import the LDAP server root CA certificate before you configure the LDAP server connection settings. Though you can complete the configuration without the certificate, TanOS cannot connect to the LDAP server during the process to validate the users or groups that you enter for `tanadmin` and `tanuser` role mappings.

Complete the walk-through configuration

The walk-through configuration provides a series of prompts that help you complete the necessary settings for an LDAP server connection. The prompts provide contextual information for each setting. For a reference of the settings that you configure during the walk-through configuration, see Configure specific LDAP connection settings on page 155.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A` (User Administration > AD/LDAP TanOS Authentication).
3. Enter `W` to go to the **Walkthrough Configuration** screen. Follow the prompts to configure the connection to the LDAP server. After you complete the configuration, the full **AD/LDAP TanOS Authentication** menu becomes available.

Configure specific LDAP connection settings

Use the **Configure AD/LDAP TanOS Authentication** menu to change specific LDAP connection settings.

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BEST PRACTICE

For the initial configuration, use the walk-through configuration. Use this menu to configure specific settings that you need to change after the initial configuration is complete. For more information, see Complete the walk-through configuration on page 155.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A`-`C` (User Administration > AD/LDAP TanOS Authentication > Configure AD/LDAP TanOS Authentication).
3. Use the menu options to modify the following settings as necessary:

LDAP connection settings for TanOS authentication

Setting	Menu Key	Description
Enable	`E`	Specifies whether LDAP authentication is enabled for authenticating TanOS system users. For more information, see Enable or disable LDAP authentication on page 160.
Domain	`D`	The domain by which the system and logs refer to the LDAP configuration. This setting does not affect the connection to the LDAP server.
Host	`H`	The host name of the LDAP server NOTE • TanOS requires TLS encryption for communication with the LDAP server. The host name configured for this setting must match the common name or subject alternative name in the TLS certificate presented by the LDAP server. An IP address is not usually not valid. • If you change the host name in an existing configuration, you must re-enter the bind credentials for the connection. (Enter `C` from the **Configure** menu.)
Port	`P`	The port on which to connect to the LDAP server TIP This is typically port 389. NOTE If you change the port number in an existing configuration, you must re-enter the bind credentials for the connection. (Enter `C` from the **Configure** menu.)

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LDAP connection settings for TanOS authentication (continued)

Setting	Menu Key	Description
Bind Credentials	C	The user name used to sign in to and query the LDAP server in a format accepted by the server, and the password for the user name TIP The following user name formats are commonly used, depending on the configuration of your Active Directory or LDAP server: • **User principal name (UPN):** An email-style user name, such as `user@domain.name` • **Distinguised name (DN):** A string of LDAP attributes that identify the user, such as `CN=User Name, OU=Department, DC=domain, DC=com`
Base Search DN	B	The base DN from which TanOS queries the directory
Schema	S	The schema used by the LDAP server. TanOS supports Active Directory, RFC2307, RFC2307bis, Red Hat Identity Manager (IdM), and FreeIPA.
Referrals	Q	Specifies whether TanOS allows the LDAP server to refer the query to other connected LDAP servers when you have multiple LDAP servers in your organization IMPORTANT • Referrals can significantly increase the time required to process a query. • TanOS does not always allow a user returned from a referral to sign on, depending on the configuration of the directory.
SSH Public Key Attribute	K	The LDAP attribute that contains the SSH public key for each user IMPORTANT The user that is specified for the **Bind Credentials** setting must have read access to this attribute. TIP This attribute is commonly `sshPublicKey`.

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LDAP connection settings for TanOS authentication (continued)

Setting	Menu Key	Description
Users Filter	U	The LDAP search filter to use to limit the users that the LDAP server returns for the query. Leave this setting blank to return all users under the base search DN. NOTE Most LDAP servers do not support using wildcard characters or nested groups with the `MemberOf` attribute in a filter.
Groups Filter	G	The LDAP search filter to use to limit the groups that the LDAP server returns for the query. Leave this setting blank to return all groups under the base search DN.
TanOS Roles Mapping	M	The LDAP users or groups that map to the `tanadmin` and `tanuser` roles. Enter A to go to the **tanadmin Mappings** menu and manage the users or groups that map to the `tanadmin` role. Users in these groups have access to all TanOS menus. Enter U to go to the **tanuser Mappings** menu and manage the users or groups that map to the `tanuser` role. Users in these groups have access to TanOS status menus. Within either mappings menu, enter A to add a mapping. If TanOS can successfully connect to the LDAP server, it displays a searchable list of users or groups; type to filter the list or use the arrow keys to select an entry. If TanOS cannot connect to the LDAP server or no users or groups are found, you are prompted to manually enter the mapping. Enter I to bypass the searchable list and manually input a mapping at any time. NOTE • Avoid assigning users in the directory to both a group that is mapped to the `tanadmin` role and a group that is mapped to the `tanuser` role. If a user is assigned both roles, the user can perform most administrative tasks in TanOS, but permissions might be unpredictable. You can review users with conflicting mappings in the **Detailed Status** report. For more information, see View the LDAP connection status and query results on page 159. • You cannot delete the `tanadmin` and `tancopy` special users. These user accounts are always administered locally within TanOS. Even if an LDAP query returns either of these user names, the locally administered user and associated password takes precedence.

4. Enter V to validate the updated configuration.

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NOTE

This option validates that the required settings are configured, but it does not verify the connection to the LDAP server. If TanOS successfully connects to the server, `Configuration: Valid (Online)` appears in the **AD/LDAP TanOS Authentication** menu after you apply the configuration. The **Detailed Status** report displays additional information and any errors that occur during the query. For more information, see View the LDAP connection status and query results on page 159.

5. Enter `A` to apply the updated configuration.

View the LDAP connection status and query results

The **Detailed Status** report displays the following information:

- Users and groups returned from the LDAP query
- Users that map to the `tanadmin` and `tanuser` roles
- Any connection errors or errors that the query returns

NOTE

This report is available only after you have configured a connection to an LDAP server.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A` (User Administration > AD/LDAP TanOS Authentication).
3. Enter `S` to display the **Detailed Status** report.

Verify that the LDAP query returns a specific user

NOTE

This menu is available only after you have configured a connection to an LDAP server.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A`-`V` (User Administration > AD/LDAP TanOS Authentication > Verify User/Group).
3. Enter `U` to verify a user.
4. Follow the prompts to enter a user name to verify.

Verify that the LDAP query returns a specific group

NOTE

This menu is available only after you have configured a connection to an LDAP server.

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A`-`V` (User Administration > AD/LDAP TanOS Authentication > Verify User/Group).
3. Enter `G` to verify a group.
4. Follow the prompts to enter a group name to verify.

Export the LDAP configuration for use on another TanOS Appliance



This menu is available only after you have configured a connection to an LDAP server.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A` (User Administration > AD/LDAP TanOS Authentication).
3. Enter `E` to export the LDAP configuration.
   The exported configuration is stored as `ldapauth.conf` in the `/outgoing` directory.

Import an LDAP configuration that was exported from another TanOS Appliance

1. Use SFTP to copy the `ldapauth.conf` file to the `/incoming` directory of the TanOS Appliance where you want to import the configuration.
2. Sign in to the TanOS console on the TanOS Appliance where you want to import the configuration as a user with the `tanadmin` role.
3. Enter `C`-`A` (User Administration > AD/LDAP TanOS Authentication).
4. Enter `I` to import the LDAP configuration.

Enable or disable LDAP authentication

After you complete the configuration for an LDAP connection and TanOS successfully connects to the Active Directory or LDAP server, LDAP authentication is automatically enabled for the Appliance. You can disable or re-enable LDAP authentication with the configuration still in place.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`A`-`C`-`E` (User Administration > AD/LDAP TanOS Authentication > Configure AD/LDAP TanOS Authentication > Enable/Disable).

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3. Enter `D` to disable LDAP authentication, or enter `E` to enable LDAP authentication.



If you disable LDAP authentication, TanOS might close sessions for any users who are signed on with user names authenticated with LDAP.

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Managing the Tanium Core Platform on TanOS

The subsequent topics in this section provide information about management of Tanium services, configuration settings, managing certificate and public key files, and managing Tanium Console users.

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Secure Tanium Console, API, and Module Server access on Tanium Appliances

Overview of certificates and keys

Tanium user and module operations require connections to the Tanium Servers, Module Server, and Tanium module services. The Tanium Core Platform uses Secure Sockets Layer (SSL)/Transport Layer Security (TLS) certificates and keys to secure connections to the Tanium Server and Module Server (illustrated in Figure 3). For example, when you use Tanium™ Patch to deploy patches to endpoints, the Tanium Core Platform establishes connections in the following order:

1. User system (browser or CLI) to the Tanium Server (Tanium Console or API)
2. Tanium Server to Tanium Module Server
3. Module Server to Patch service
4. Patch service to Tanium Server

The Tanium Server and Module Server installers generate self-signed certificates. You can replace the self-signed certificates on Tanium Servers with certificates issued by a commercial certificate authority (CA) or your enterprise CA.

BEST PRACTICE

To facilitate troubleshooting, use the self-signed certificates during initial installation and replace them with CA-issued certificates later. This practice enables you to separate potential installation issues from TLS connection issues. Using a CA-issued certificate is highly recommended for Tanium Console and API access on the Tanium Server.

NOTE

Tanium Console and API access require user authentication through sign-in credentials, but not for securing the TLS connection.

To troubleshoot Console and API access issues, see Authentication log.

For more information about the Tanium™ Protocol that secures communication among the Tanium Servers, Zone Server, Zone Server Hub, and Tanium Clients, see Securing Tanium Server, Zone Server, and Tanium Client access. To manage the keys that the Tanium Protocol uses, see Tanium Console User Guide: Managing Tanium keys.

Tanium Console and API

Users access Tanium Console or the Tanium API on the Tanium Server to perform Tanium operations such as issuing questions or deploying actions. The Console and API communicate over Hypertext Transfer Protocol Secure (HTTPS), which uses SSL/TLS certificates and keys to secure client-server connections. When a user accesses Tanium Console or the Tanium API, the user system

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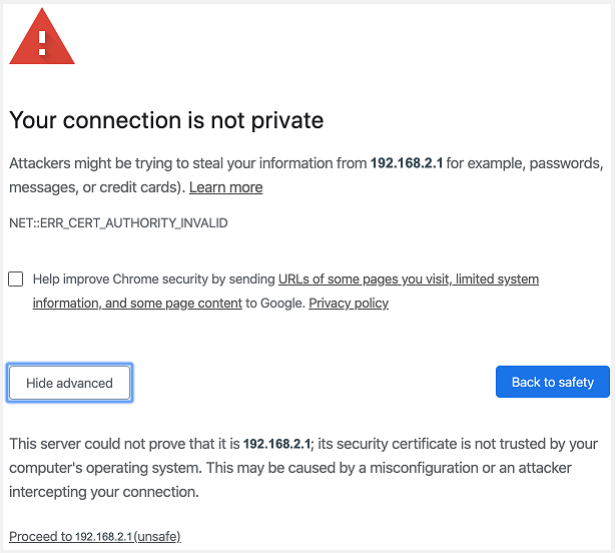
is the client and the Tanium Server is the server. To secure the connection, the Tanium Server presents its `SOAPServer.crt` certificate to prove its identity to the Client and uses its `SOAPServer.key` private key to complete the TLS handshake. For Console or API access, Clients do not have to prove their identity to secure the connection. Figure 3 illustrates these processes.

When you install the Tanium Server on a Tanium Appliance, it generates a self-signed `SOAPServer.crt` certificate, and users see a certificate validation error when they access Tanium Console or the Tanium API. The error occurs because the CA certificates on the user system cannot validate the self-signed certificate. The following figure shows an example of such an error when users try to connect from a browser to Tanium Console.

Figure 2: Certificate validation error



Even though browsers provide the option to access Tanium Console despite the error, avoiding that option is a security best practice. Therefore, Tanium highly recommends that you replace the self-signed `SOAPServer.crt` certificate with a CA-issued certificate. If the Tanium Server is currently using a self-signed certificate, you can replace it at any time.

Signed and encrypted SAML authentication on the Tanium Server

Some identity providers require a digital signature on Security Assertion Markup Language (SAML) requests from a service provider such as the Tanium Server. If you are using such an identity provider for Tanium Console authentication, you must provide a request-signing certificate (`SAMLEncryption.crt`) and private key (`SAMLEncryption.key`) to enable the identity provider to authenticate requests. The Server uses the key to sign the requests and the identity provider uses the certificate to validate the signature.

To determine the requirements of the SAML certificate and best practices for generating the certificate and key, see your identity provider documentation.

For more information about using a SAML identity provider with Tanium Console, see Tanium Console User Guide: Integrating with a SAML IdP.

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Module Server communication

When users use Tanium Console or the Tanium API to work with Tanium modules, the Tanium Server communicates with the Tanium Module Server, the Module Server accesses the Tanium module services that it hosts (such as Patch), and the module services communicate back with the Tanium Server (see Figure 3).

The Tanium Server and Module Server communicate over HTTPS, and both Servers must prove their identities through certificates. The Tanium Server presents `SOAPServer.crt` to prove its identity, while the Module Server presents `ssl.crt`. The Servers use the associated private keys (`SOAPServer.key` and `ssl.key`) to complete the TLS handshake that secures the connection. To verify the Tanium Server identity, the Module Server checks that its `trusted.crt` file contains the `SOAPServer.crt` that the Tanium Server presented. In an active-active deployment, `trusted.crt` must contain the `SOAPServer.crt` of both Tanium Servers. Tanium Servers also verify the Module Server identity by checking that their `trusted-module-servers.crt` file contains the `ssl.crt` that the Module Server presented. The Module Server registration process generates `trusted.crt` on the Module Server and `trusted-module-servers.crt` on the Tanium Server. The Module Server installation process generates `ssl.crt`.

The Module Server opens a single HTTPS listener to route requests from the Tanium Server to Tanium module services, which listen only on localhost. TLS termination occurs on the Module Server, which forwards the requests locally over non-TLS connections from the HTTPS listener to the appropriate module service.

Module services connect to the Tanium Server over TLS and verify that the certificate that the Tanium Server presented during the TLS handshake is included in the `trusted.crt` file on the Module Server. Because module services use the same API as Tanium Console users, Client certificate validation is not enforced.

If you replace the `SOAPServer.crt` certificate on the Tanium Server, you must re-register the Module Server with the Tanium Server to regenerate the `trusted.crt` and `trusted-module-servers.crt` files.

The following table summarizes the certificates and keys that the Tanium Core Platform uses for connections to the Module Server:

Certificates and keys for Module Server connections

Location	File Name	Purpose
Module Server	`ssl.crt` `ssl.key`	HTTPS certificate and private key that the Module Server presents to secure incoming connections from the Tanium Server or outgoing connections to Tanium services.
	`trusted.crt`	Contains the `SOAPServer.crt` of the Tanium Servers with which the Module Server has registered. The Module Server uses `trusted.crt` to validate Tanium Server certificates.
Tanium Server	`SOAPServer.crt` `SOAPServer.key`	HTTPS certificate and private key that the Tanium Server presents to secure outgoing connections to the Module Server or incoming connections from the systems of Tanium Console users or Tanium API users.
	`trusted-module-servers.crt`	Contains the `ssl.crt` of the Module Server that has registered with the Tanium Server. The Tanium Server uses `trusted-module-servers.crt` to validate the Module Server certificate.

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The Tanium Server verifies the Module Server using certificate pinning: the Tanium Server checks that the `ssl.crt` presented by the Module Server matches the copy stored in `trusted-module-servers.crt`. As a result, an expired `ssl.crt` does not prevent communication between the Tanium Server and the Module Server and does not reduce the security of that connection.

SSL/TLS connection processes and setup tasks

The following figure illustrates the components, processes, and setup tasks involved in securing connections to the Tanium Server (Tanium Console or API) and Module Server.

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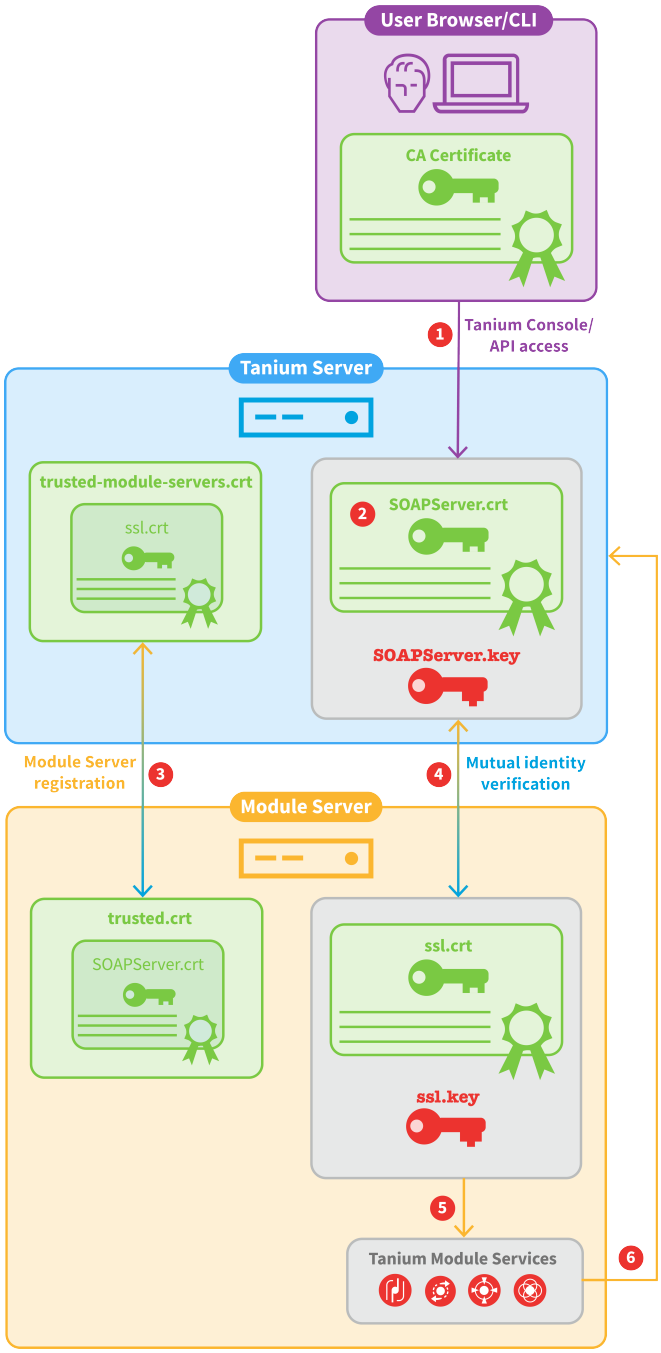
Figure 3: SSL/TLS connections



The following processes correspond to the numbers in Figure 3.

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1 **Tanium Console/API access**

When a user system connects to Tanium Console or the Tanium API, the Tanium Server presents its `SOAPServer.crt` certificate to prove its identity to the user system. In Figure 3, the Server uses a CA-issued version of `SOAPServer.crt` (number 2) instead of a self-signed version. Therefore, the user system uses a CA certificate to validate `SOAPServer.crt`.

2 **Replace self-signed certificate with CA-issued certificate**

Generate a certificate signing request (CSR) and associated private key `SOAPServer.key` for the Tanium Server. You submit the CSR to your CA, which uses a CA certificate and associated private key to digitally sign the requested certificate (`SOAPServer.crt`). The CA signing certificate must also be present on the systems from which users access Tanium Console or the Tanium API (number 1). The Tanium Server can then use the requested CA-issued certificate instead of a self-signed certificate.

3 **Module Server registration**

When installing the Module Server role in an Appliance Array, TanOS automatically establishes trust. For subsequent communication between the Servers, including during version upgrades, trust is already established, and the Servers automatically check `trusted-module-servers.crt` and `trusted.crt` during their mutual identity verification (number 4).

For information about installing the Module Server role in an Appliance Array, see Installing and managing an Appliance Array.

4 **Mutual identity verification**

To establish a secure TLS connection, the Tanium Server and Module Server prove their identities to each other. During the TLS handshake, the Tanium Server presents its `SOAPServer.crt` certificate to the Module Server, which verifies that its `trusted.crt` file contains `SOAPServer.crt`. Also during the handshake, the Module Server presents its `ssl.crt` certificate to the Tanium Server, which verifies that its `trusted-module-servers.crt` file contains `ssl.crt`.

5 **Module Server to Tanium module services**

The Module Server opens a single HTTPS listener to route requests from the Tanium Server to Tanium module services, which listen only on localhost. The Module Server forwards the requests locally over non-TLS connections from the HTTPS listener to the appropriate module service.

6 **Module services to the Tanium Server**

Module services connect to the Tanium Server over TLS and verify that the certificate that the Tanium Server presented during the TLS handshake is included in the `trusted.crt` file on the Module Server. Because module services use the same API as Tanium Console users, Client certificate validation is not enforced for this connection (in contrast with the connection described in number 4).

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CA-issued Tanium Server SOAP certificates

If your organization prefers to use CA-issued certificates to secure connections to systems, you can replace the self-signed certificates that the Tanium Server (`SOAPServer.crt`) generated during installation. In an active-active deployment, you can use the same CA-issued `SOAPServer.crt` (and associated private key) for both Tanium Servers as long as the Subject Alternative Name in the certificate specifies both Server names. Alternatively, you can use a distinct CA-issued certificate for each Tanium Server.

Obtaining a CA-issued certificate involves submitting a CSR to the CA and generating an associated private key. Use Tanium Console to create a CSR and replace the `SOAPServer.crt` certificate for the Tanium Server. For more information, see Tanium Console User Guide: Managing SSL/TLS certificates.

The CA uses a CA certificate and its associated private key to digitally sign the certificate that you requested. If a CA-issued certificate replaces `SOAPServer.crt` on the Tanium Server, then the CA signing certificate must also be present on the systems from which users access Tanium Console or the Tanium API. For Console users, the CA signing certificate must be in the trusted certificates store of their browsers. For API users, the CA signing certificate must be in the location specified in API calls, as shown in the `--cacert <file path>` option in the following example:

```
$ curl -s --cacert <file path> -X POST --data-binary @<sign in>.json
https://localhost/api/v2/session/login
```

Certificate requirements

Work with your CA to obtain a certificate with the following specifications for the Tanium Server SOAP certificate:

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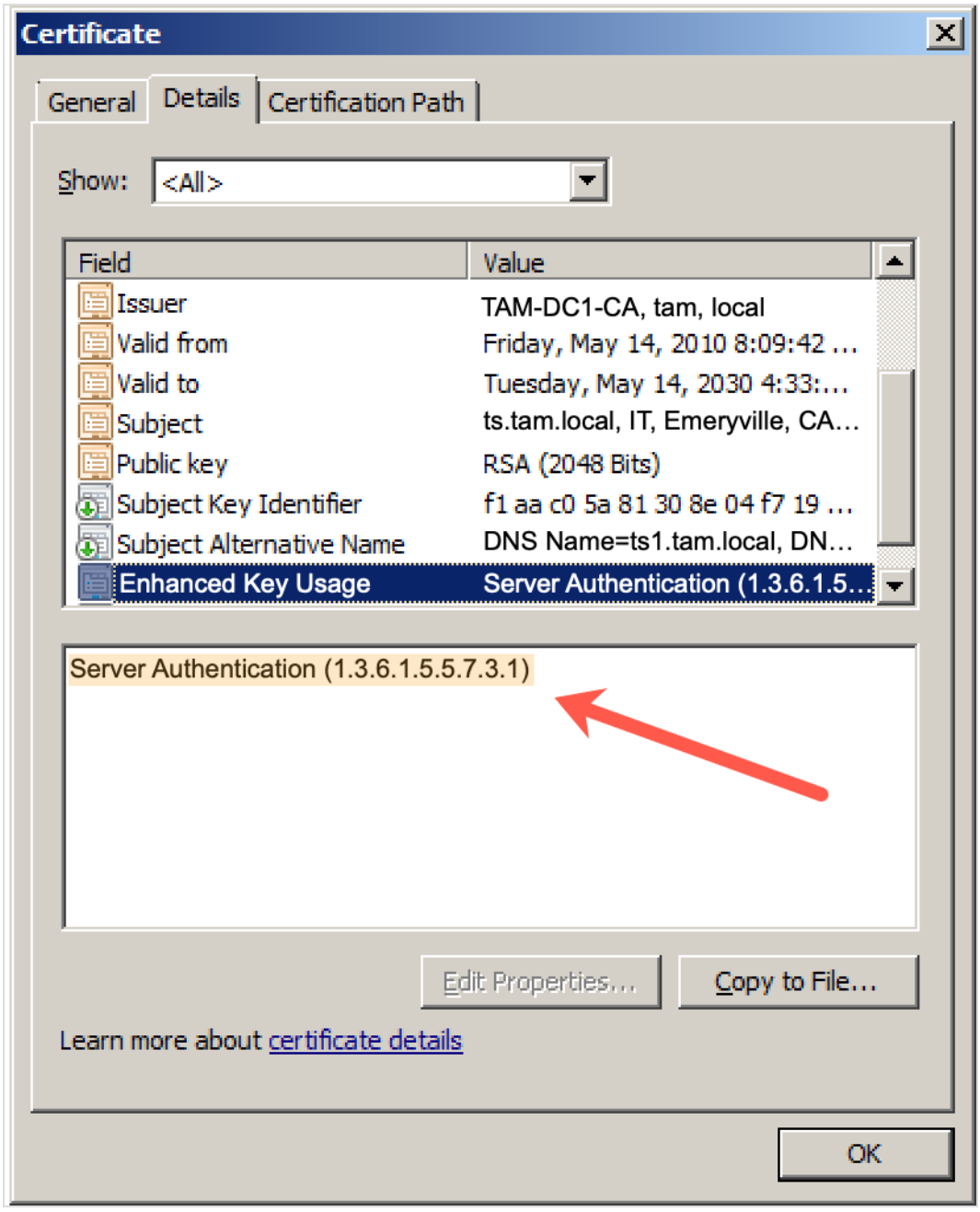
- X.509 certificate with TLS Web Server Authentication extended key usage



- Separate certificate and private key files.

  IMPORTANT You must remove the passphrase from the key file.

- PEM format (Base64 encoded)
- Certificate signed with a SHA-256 hashing algorithm

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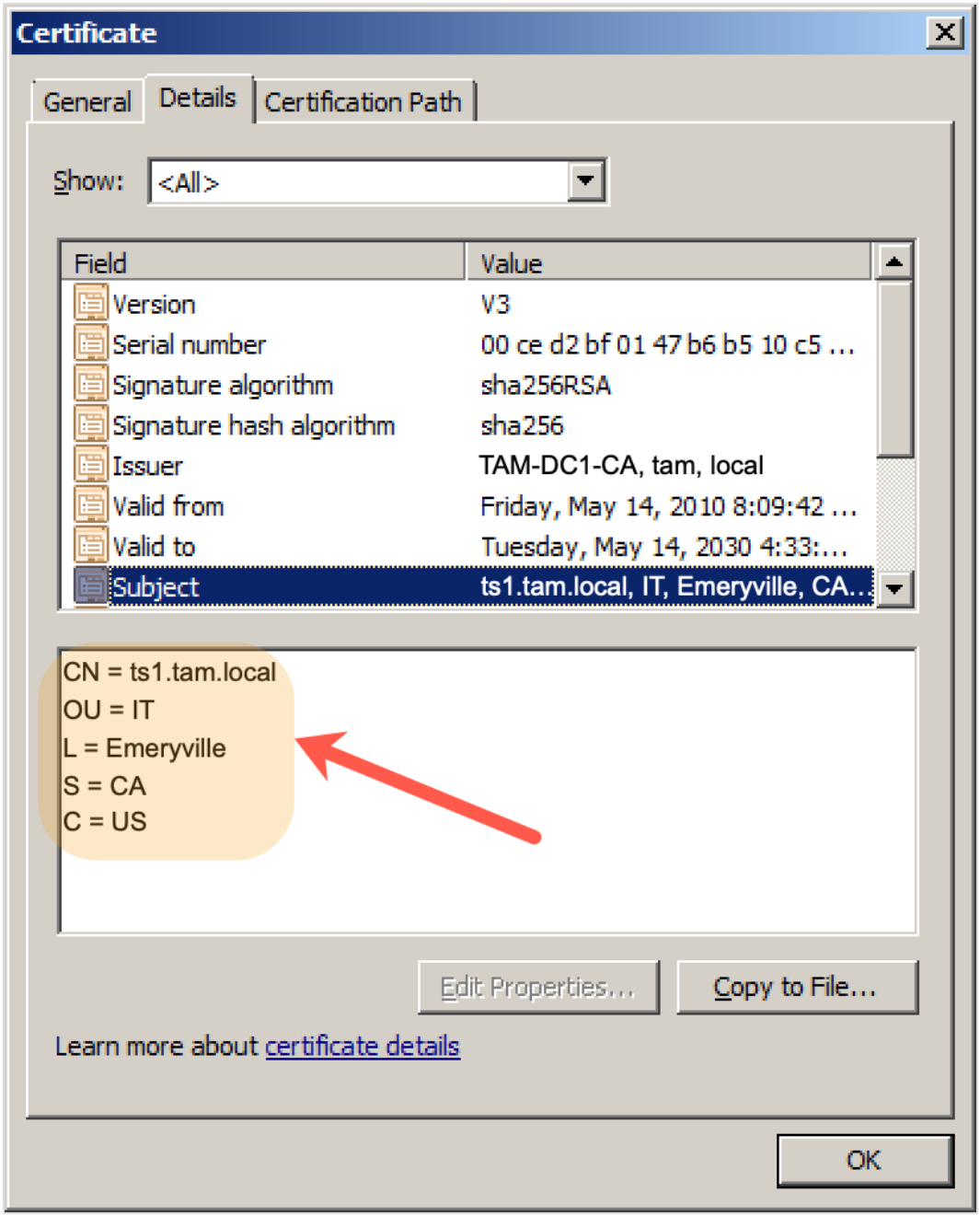
- ECC key, or an RSA key with a length of at least 2048 bits

  TIP

  Secure certificates for server and client systems are required. To check key sizes, use OpenSSL from a CLI. If your Tanium license includes Tanium Certificate Manager, see Tanium Certificate Manager User Guide: View short keys for the steps to check the key sizes in your environment.

- Common Name (CN) that specifies the fully qualified domain name (FQDN) or IP address of the Tanium Server.



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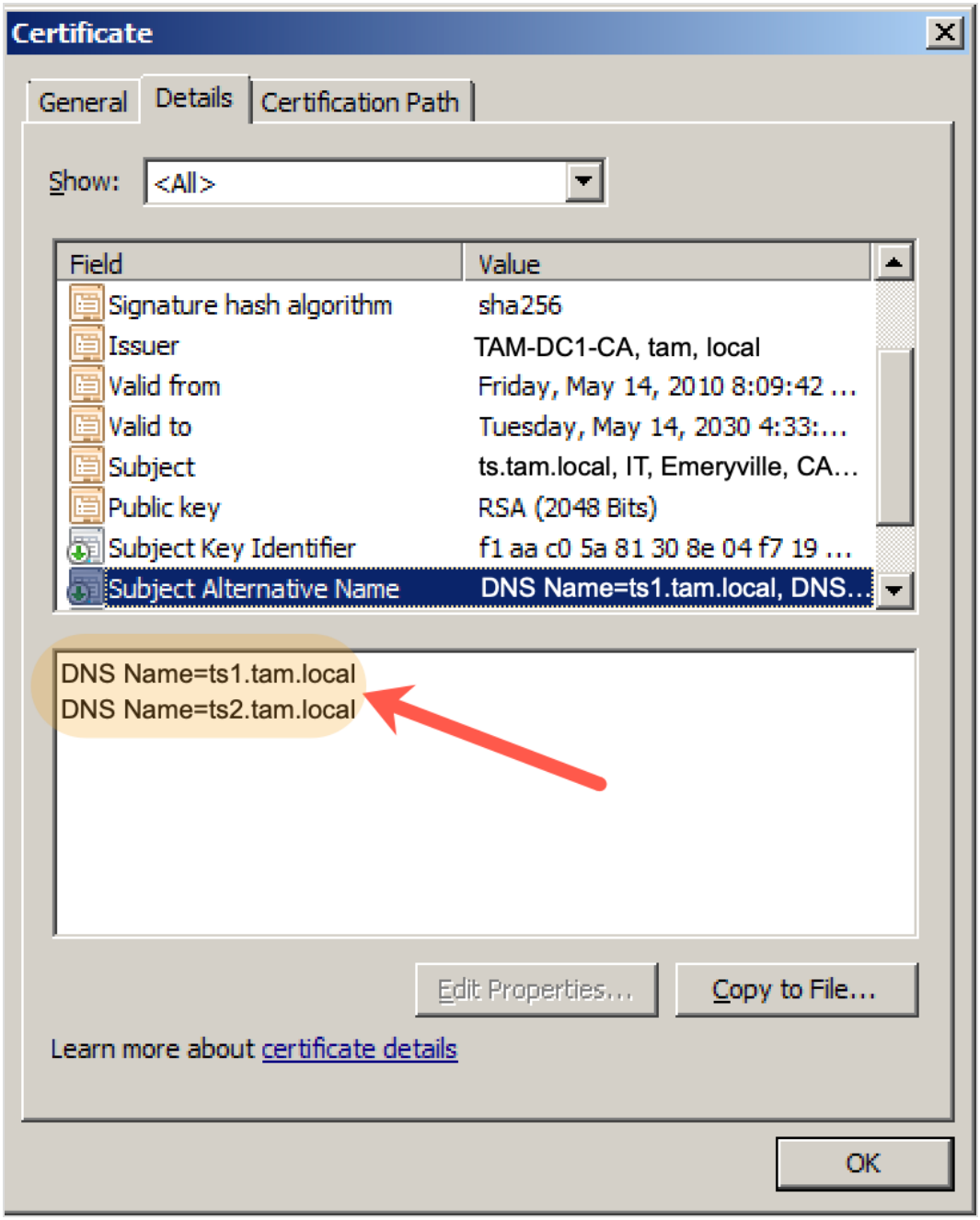
- Subject Alternative Name that also specifies the FQDN or IP address of the Server, as well as that of the secondary Tanium Server in an active-active deployment where both Servers use the same certificate. Web browsers typically require the Subject Alternative Name to be present, regardless of whether the certificate applies to multiple Servers.



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- If the certificate is part of a chain that includes an intermediate certificate, the certificate file must include the entire chain. If you receive the certificates as individual files, build a single file for the chain:

  1. Use a text editor to create a new text file.
  2. Paste the entire body of each certificate into the text file in the following order:

     a. Server certificate (`SSL.crt` or `SOAPServer.crt`)

     b. Intermediate certificate

     c. CA certificate

     > NOTE
     >
     > Be sure to include the beginning tag (`-----BEGIN CERTIFICATE----`) and ending tag (`-----END CERTIFICATE----`) of each certificate.

  3. Save the text file with the file name of the original server certificate (`SSL.crt` or `SOAPServer.crt`).

Install a custom certificate

You can replace the self-signed certificates generated by the Tanium Server and Tanium Module Server installers with an SSL certificate issued by a commercial or enterprise certificate authority (CA). You can also add a SAML certificate to a Tanium Server to enable digital signing of authentication requests from the Tanium Server and encryption of responses from a SAML identity provider.

> BEST PRACTICE
>
> Though the option to install a replacement Tanium Server SOAP certificate is available in TanOS, in Tanium Core Platform 7.6.2 or later, use Tanium Console to replace the certificate on the Tanium Server. For more information, see Tanium Console User Guide: Managing SSL/TLS certificates.

> NOTE
>
> In a Tanium cluster, repeat the following procedures to upload and install the certificate and key files to each Tanium Server.

> NOTE
>
> For detailed information about the SSL certificates used in a Tanium deployment, see CA-issued Tanium Server SOAP certificates on page 169.

Install the SOAP or SAML certificate file on a Tanium Server or the SSL certificate file on a Module Server

Install the new, CA-issued certificate and associated private key on the Tanium Server or Module Server. When installing a certificate on the Tanium Server in an active-active deployment, perform these steps on each Tanium Server. When replacing the Module Server certificate, perform these steps on both the active Module Server and standby Module Server if implemented. Because the steps include stopping and restarting the Servers, perform this task during a maintenance window.

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1. Use SFTP to copy the new CA-issued SOAP certificate and key files to the `/incoming` directory on the Appliance.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `2` (Tanium Operations).
4. Select a menu option depending on which certificate you are installing:
    - **Tanium Server replacement SOAP certificate:** Enter `4` to initiate the **Install Custom SOAP Cert** process.
    - **Tanium Server SAML certificate:** Enter `S` to initiate the **Install SAMLEncryption Cert** process.
    - **Module Server:** Enter `M` to initiate the **Module Server SSL Certificate** process.
5. Follow the prompts to install the certificate and key files that you uploaded:
    a. Enter `Yes` at the prompt to proceed with the installation.
    b. Select the certificate that you are importing, verify that the displayed certificate details are correct, and enter `Yes` at the prompt.
    c. Select the private key that you are importing.
    The Appliance verifies that the key is valid and matches the certificate.
    d. Enter `Yes` at the prompt to create a backup of the files in the `/outgoing` directory of the tancopy user.
    The Tanium Appliance stops the Tanium Server or Module Server service, installs the new certificate and key, and restarts the service.
    e. To re-register the Module Server, enter `Yes` at the prompt and enter the user name and password of a Tanium Console admin user.
6. **(Module Server only)** You must manually re-register the Module Server after replacing the Module Server SSL certificate. Follow the steps in Manually register the remote Module Server with each Tanium Server on page 174.

Manually register the remote Module Server with each Tanium Server

After you replace the certificate and private key on the Module Server, you must manually register the primary Module Server with the Tanium Server. This process includes configuring the Module Server on the Tanium Server and then enabling the Module Server. In an active-active deployment, you must register the Module Server with each Tanium Server. Because the steps include stopping and restarting services, perform this task during a maintenance window.



- Re-register only the primary Module Server.
- Do not use these steps when replacing the certificate on a Tanium Server. Allow the Module Server to automatically re-register while following the prompts.

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CONFIGURE THE MODULE SERVER ON THE TANIUM SERVER

1. Sign in to a Tanium Server Appliance as a user with the `tanadmin` role.
2. Enter `2-A` (Tanium Operations > Configure Module Server(s)).
3. Enter `1` and follow the prompts to configure the Module Server address, which specifies the address the Tanium Server uses to connect to the Module Server. Be sure to copy the certificate fingerprint. You need the certificate fingerprint to configure the Module Server.

ENABLE THE REMOTE MODULE SERVER

1. Sign in to the Tanium Module Server Appliance as a user with the `tanadmin` role.
2. Enter `2-A` (Tanium Operations > Register Module Server).
3. Enter `2` and follow the prompts to enable the remote Module Server and to configure its connection with the Tanium Server. Specify the Tanium Console admin user (**tanium**, not a TanOS user).

   For a cluster, register the Tanium Servers individually.

RESTART TANIUM SERVER AND MODULE SERVER SERVICES

Restart all Tanium services on both the Tanium Server and Module Server Appliances. For more information, see Secure Tanium Console, API, and Module Server access on Tanium Appliances on page 163.

(Optional) Enable HTTP Strict Transport Security for Tanium Console access

If you have installed a valid CA-issued certificate, you can optionally enable HTTP Strict Transport Security (HSTS) on the Tanium Server. To do so, you add the `Strict-Transport-Security` HTTP header, which notifies browsers to always use HTTPS to connect to Tanium Console after a user accesses the Console using HTTPS the first time. In an active-active deployment, you must perform this procedure on both Tanium Servers.



Do not enable HSTS if you have not installed a CA-issued certificate. Doing so disables access to Tanium Console.

1. From the Tanium Console Main menu, go to **Administration > Configuration > Settings > Advanced Settings** and click **Add Setting**.
2. Configure the following properties and then click **Save.**
   - **Setting Type**: Local
   - **Platform Setting Name**: `DefaultHeaders`
   - **Value Type**: Text

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- **Value**: `Strict-Transport-Security: max-age=31536000; includeSubDomains`

You can use any value that your organization policies recommend for `max-age`, which is the value that instructs the browser on how long, in seconds, to use HSTS for the Tanium Server address. The recommended minimum value is `31536000` (one year).

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Secure Tanium Server, Zone Server, and Tanium Client access on Tanium Appliances

Overview of TLS in the Tanium Core Platform

Communication protocols

All supported versions of the Tanium Core Platform use the following protocols for communication among platform components:

- **Tanium™ Protocol**: This application protocol is proprietary to Tanium and uses TLS 1.3 to encrypt communication.

  IMPORTANT

  You cannot use network devices such as firewalls to decrypt and inspect Tanium Protocol traffic.

- **Hypertext Transfer Protocol Secure (HTTPS)**: The Tanium Core Platform uses TLS 1.3 to encrypt HTTPS communication among platform components. The components negotiate the TLS version for HTTPS connections with external servers but enforce TLS 1.2 as the minimum version.

The following table lists the connections among Tanium Core Platform components and the protocol that each connection uses. The numbers correspond to the connections in Figure 4.

TLS communication in the Tanium Core Platform

Connection		Protocol
1	Tanium Console or API user systems to Tanium Servers	HTTPS
2	Tanium Console or API user systems to external servers, such as `content.tanium.com`	HTTPS
3	(Windows only) Tanium Servers to Tanium database in deployments where the database is not on the Tanium Server host	By default, communication is over TCP/IP without encryption, but configuring encryption is a best practice. Consult your database administrator.
4	Tanium Servers to Tanium Module Server	HTTPS
5	Module Server to external servers	HTTPS
6	Tanium Server to Tanium Server in an active-active deployment	Tanium Protocol Tanium Appliances use IPsec to secure Tanium database traffic and Lightweight Directory Access Protocol (LDAP) synchronization traffic.
7	Tanium Servers to external servers	HTTPS

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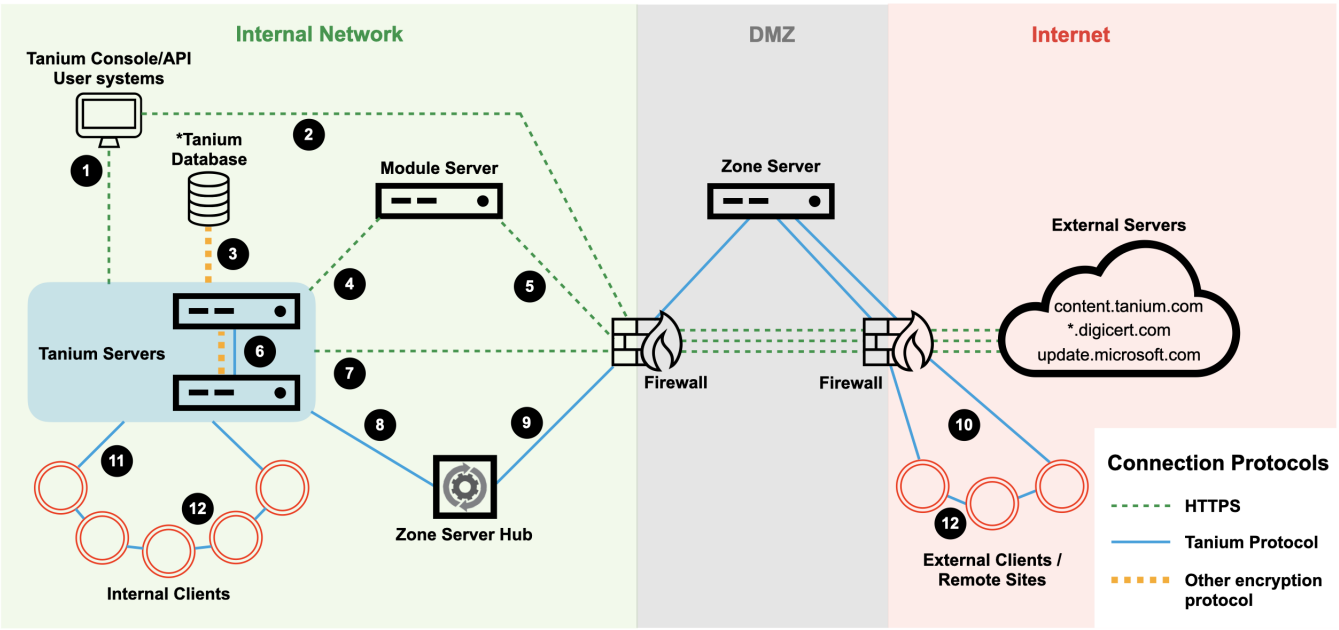
TLS communication in the Tanium Core Platform (continued)

Connection		Protocol
8	Tanium Servers to Zone Server Hub Figure 4 shows the Zone Server Hub installed on a host that is separate from the Tanium Server hosts to illustrate that the connection is encrypted. However, in most deployments, you install the hubs on the same hosts as the Tanium Servers.	Tanium Protocol
9	Zone Server Hub to Zone Server	Tanium Protocol
10	Tanium Clients (external) to Zone Server	Tanium Protocol
11	Tanium Clients (internal) to Tanium Servers	Tanium Protocol
12	Tanium Client to Tanium Client (external and internal)	Tanium Protocol

Figure 4: TLS communication in the Tanium Core Platform



NOTE

To manage the certificates and keys that the Tanium Core Platform uses for HTTPS traffic, see Securing Tanium Console, API, and Module Server access.

To manage the certificates and credentials for securing connections between Tanium Core Platform Servers and remote sources of content (such as packages), see Tanium Console User Guide: Managing remote authentication.

For additional details and procedures related to the digital keys for Tanium Protocol traffic, see Tanium Console User Guide: Managing Tanium keys.

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NOTE

The Tanium Core Platform supports TLS for additional connections that various Tanium modules and shared services require. For more information, see the User Guides for your Tanium products.

To troubleshoot TLS communication issues, see PKI TLS logs.

TLS communication process

TLS communication starts when a TLS client initiates a TLS handshake to establish a secure connection with a server. The following are examples in the context of the Tanium Core Platform:

- The Zone Server acts as a client when registering with the Tanium Server.
- The Tanium Client acts as a client when registering with the Zone Server or Tanium Server.
- A Tanium Server acts as a client when performing active-active synchronization with another Tanium Server.

During the TLS handshake, the client and server generate a shared, unique session key, which they use to secure communication for the duration of their session. You can configure TLS as optional for Tanium Clients. If the handshake fails and TLS is optional, the client and server attempt a non-TLS (unencrypted) connection instead. If the handshake fails and TLS is configured as required, the client and server cannot connect.

Supported cipher suites

The Tanium Core Platform supports the following cipher suites for creating keys and encrypting information in TLS communication:

- TLS_AES_256_GCM_SHA384
- TLS_CHACHA20_POLY1305_SHA256
- TLS_AES_128_GCM_SHA256
- ECDHE-ECDSA-AES128-GCM-SHA256
- ECDHE-RSA-AES128-GCM-SHA256
- ECDHE-ECDSA-AES256-GCM-SHA384
- ECDHE-RSA-AES256-GCM-SHA384
- ECDHE-ECDSA-CHACHA20-POLY1305
- ECDHE-RSA-CHACHA20-POLY1305

TLS options, and defaults

After a fresh installation or upgrade, TLS is required for the Tanium Server (including between Tanium Servers in an active-active deployment), Zone Server, and Zone Server Hub, and you cannot disable it. The Tanium Server installer generates the TLS public and private keys that are used to set up TLS for connections with the Tanium Server.

After a fresh installation or upgrade, TLS is required by default for endpoints. You can optionally configure this requirement.

This applies when you install the Tanium Server role on a Tanium Appliance (see Assign roles).

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Contact Tanium Support and consult your network security team before modifying the TLS configuration. Whether TLS is available and required depends on the Tanium Core Platform version, components, and infrastructure:

(Optional) Configure the TLS requirement for Tanium Client connections

The Tanium Core Platform also requires TLS for incoming connections from endpoints by default. You can configure the TLS requirement for Tanium Client.

From the Tanium Console Main menu, go to **Administration > Configuration > Settings > Advanced Settings**, and configure the **require_client_tls_315_flag** setting for connections from Tanium Clients to the Tanium Server:

- `1` (default): The Tanium Server allows connections from endpoints with Tanium Client only if TLS is used. Tanium strongly recommends that you leave the value at `1`.
- `0`: The Tanium Server allows both TLS and non-TLS connections from endpoints. Contact Tanium Support before setting the value to `0`.



These settings also apply to connections from Tanium Clients to the Zone Server if you deploy one.

Configure TLS on Tanium Clients

After a fresh installation or upgrade, TLS is enabled and required by default. Tanium strongly recommends that you use these default settings.

Perform the following steps to enable or disable TLS on Tanium Clients:

1. From the Main menu, go to **Administration > Configuration > Client Status**.
2. In the **Filter by Registration** section, select **Registered using TLS** and **Registered unencrypted** if they are not already enabled.
   The **Using TLS** column indicates which Tanium Clients have TLS enabled or disabled.
3. From the Main menu, go to **Administration > Configuration > Settings > Advanced Settings** and configure the **TLSMode** setting for the Tanium Clients:
   - `0` (TLS not used): TLS is disabled.
   - `1` (TLS required): If a TLS handshake fails, the Tanium Client cannot communicate with other Clients or the Servers. This is the default value.

   On the Tanium Client endpoint, the setting name is **Server_TLSMode**, with the **Server_** prefix indicating that the Tanium Client received the settings from platform settings on the Tanium Server during registration, and future registration updates might change the settings. In some cases, you might want a Tanium Client to use a setting that differs from the Tanium Server platform setting. To override the Tanium Server platform settings, add the **TLSMode** setting (without the **Server_** prefix) to the Tanium Client settings on the Client endpoints.

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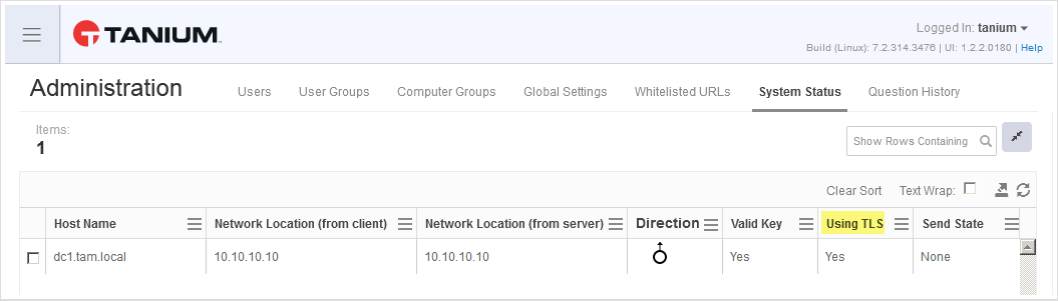
NOTE

It takes two to six hours (the randomized client-reset interval) for Clients to register and receive the updated settings.

Verify the TLS connections

Verify whether Tanium Clients used TLS to connect with the Tanium Server or Zone Server when the Clients last registered: from the Main menu, go to **Administration > Configuration > Client Status** and check the **Using TLS** column.



Update the TLS configuration when you make changes to key pair

When you add or revoke Tanium root keys, the Tanium Server automatically propagates the changes to all subordinate keys on the platform Servers and Tanium Clients (see Tanium Console User Guide: Managing Tanium keys).

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Configure the local authentication service for Tanium Console users

You can use the local authentication service to set up Tanium Console user accounts for demo or testing purposes.

BEST PRACTICE

For production use, configure Tanium Console to use a SAML identity provider or an external LDAP server to authenticate Tanium users. For more information, see Tanium Console User Guide: Integrating with a SAML IdP or Tanium Console User Guide: Integrating with LDAP servers.

NOTE

- If you use the local authentication service together with LDAP integration, you must use the following user filter in the LDAP configuration:

  ```
  (&(objectClass=person)(uidNumber>=20000))
  ```

- The **Local Authentication Service** menu is available only after you install the Tanium Server on the Appliance.
- In an active-active deployment, the local authentication service synchronizes local Tanium Console user accounts across both Tanium Servers in the cluster.

Add a local user

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`L` (User Administration > Local Tanium User Management).
3. Enter `1` and follow the prompts to add a local user.
4. Sign in to Tanium Console as an administrator, create a user with the same user name, and assign roles to it. For more information, see Tanium Console User Guide: Managing users.

Set a user password

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`L`-`2` (User Administration > Local Tanium User Management > Manage Local Users).
3. Enter the user line number to go to the **User** menu.
4. Enter `2` and follow the prompts to set the user password.

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Delete a user

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`L`-`2` (User Administration > Local Tanium User Management > Manage Local Users).
3. Enter the user line number to go to the **User** menu.
4. Enter `1` and follow the prompts to delete the user.

Disable the local authentication service

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`L` (User Administration > Local Tanium User Management).
3. Enter `A` and follow the prompts to enable or disable the local authentication service.



Although Tanium Console contains a **soap_enable_local_auth** platform setting to disable local authentication, that setting is not supported for Tanium Appliance installations.

Modify the local authentication service security policy

The local authentication service security policy has the following default settings.

TanOS local authentication service security policy default settings

Setting	Factory Default	Description
Password Minimum Age (days)	1	The minimum number of days between password changes. A value of `0` indicates the password can be changed at any time. Valid range is `0`-`20`.
Password Maximum Age (days)	90	The age at which a current password expires. A value of `0` indicates the password does not expire. Valid range is `0`-`360`. The maximum age must be equal to or greater than the minimum age.
Password Minimum Length	10	The minimum number of characters allowed in a password. Valid range is `0`-`30`.
Password History	5	The number of most recent passwords that a user cannot reuse. A setting of `0` allows reuse of any previous passwords. Valid range is `0`-`10`.

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TanOS local authentication service security policy default settings (continued)

Setting	Factory Default	Description
Password Lockout	True	`True` locks out a user after the number of failed password attempts configured for **Password Maximum Failure** and requires an administrator to unlock the account. `False` disables the password lockout.
Password Maximum Failure	5	The number of failed password attempts before a user is locked out when **Password Lockout** is set to `True`. A setting of `0` allows unlimited failed attempts. Valid range is `0`-`10`.

To modify the default settings:

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `C`-`L`-`B` (User Administration > Local Tanium User Management > Security Policy Local Authentication Service).
3. Follow the prompts to modify the settings.

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Configure smart card authentication for Tanium Console users on Tanium Appliances

The Tanium™ Console supports *smart card authentication*. A smart card is physical credential that has a microchip and data, such as secure certificates and keys. Smart cards are also known as common access cards (CAC) and personal identity verification (PIV) cards. Endpoint systems are set up with smart card readers, and end users use their smart card to authenticate and gain access.

Requirements

When smart card authentication is enabled, the Tanium Server and Tanium Module Server must reside on separate hosts. All authentication to Tanium Console requires smart cards unless the authentication request is from one of the following sources:

- The system hosting the Tanium Server through the local loopback address (127.0.0.1 for IPv4 or [::1] for IPv6).
- The Module Server connection to the Tanium Server.

Consequently, any additional integrations that you want to automate must reside on one of the two hosts. The following are some examples:

- SSRS plugin
- Microsoft Excel plugin (unless using the version that supports smart card authentication)
- Tanium™ Connect for Lightweight Directory Access Protocol (LDAP) synchronization
- PyTan
- Third-party security operations center (SOC) websites that query Tanium for data



An air gap deployment with smart card authentication has additional caveats:

- Links to content that is hosted on the Tanium Server must use the local loopback address. This is because the TDownloader service that downloads content to the Tanium Server cannot present a certificate.
- Links to Tanium module or shared service imports use both the local loopback address (for the workbench) and the Tanium Module Server fully qualified domain name (FQDN) for the portion of the solution installed on the Module Server.

Create a certificate

Smart card authentication for Tanium Console access depends on the public key infrastructure (PKI) of your organization. You can get started if you have a Client certificate that is signed by the root certificate authority (CA) certificate for the domain where the Tanium Server is deployed. Make sure the certificate has the **Proves your identity to a remote computer** attribute.

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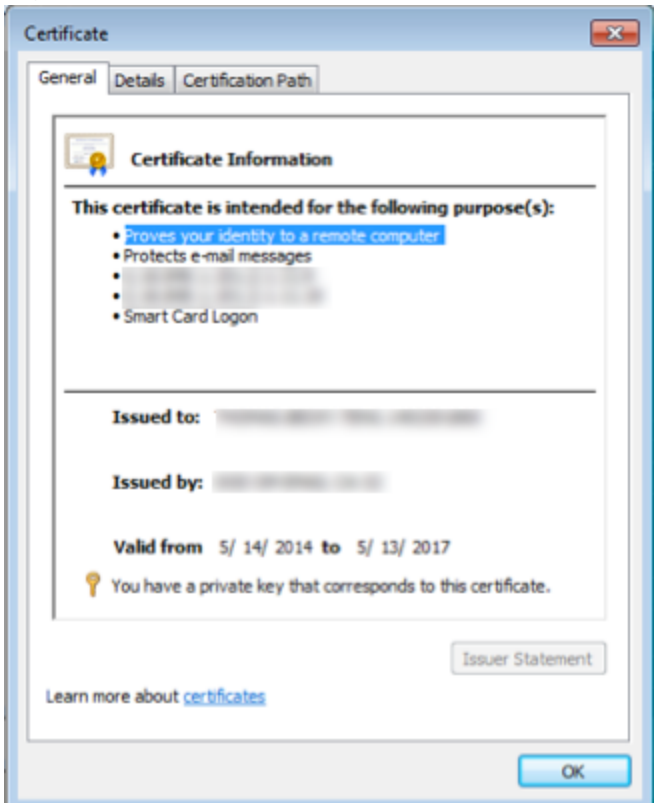
Figure 5: Proves your identity to a remote computer



Create a new certificate file from certificates that you extract from the Client certificate. Usually, you need to extract only the root certificate. If this does not work, you might also need to add intermediate certificates to the certificate chain.

Extract the certificates

1. Get a copy of a Client certificate file that is signed by the root CA certificate for the domain. For more information, see Figure 5.
2. On a Windows endpoint, double-click the certificate file to open it in the Windows Certificate Snap-In.

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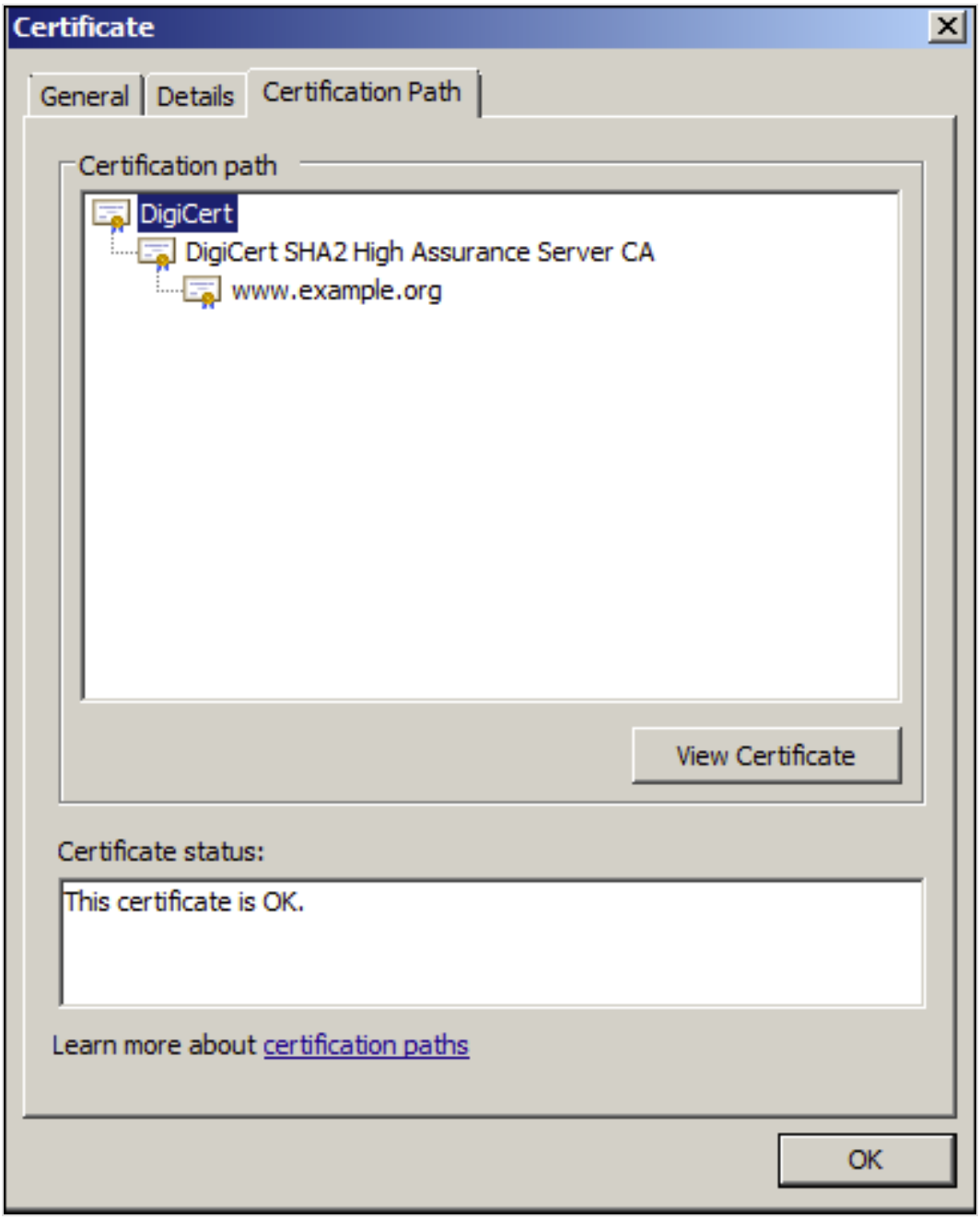
3. On the **Certification Path** tab, select the root certificate. In this example, DigiCert is the root certificate.



4. Go to the **Details** tab and click **Copy to File** to display the Certificate Export Wizard.
5. Select **Base-64 encoded X.509 (.CER)**.
6. Select a folder and specify a file name such as `example1.cer`.
7. Review the settings and click **Finish** to save the certificate.

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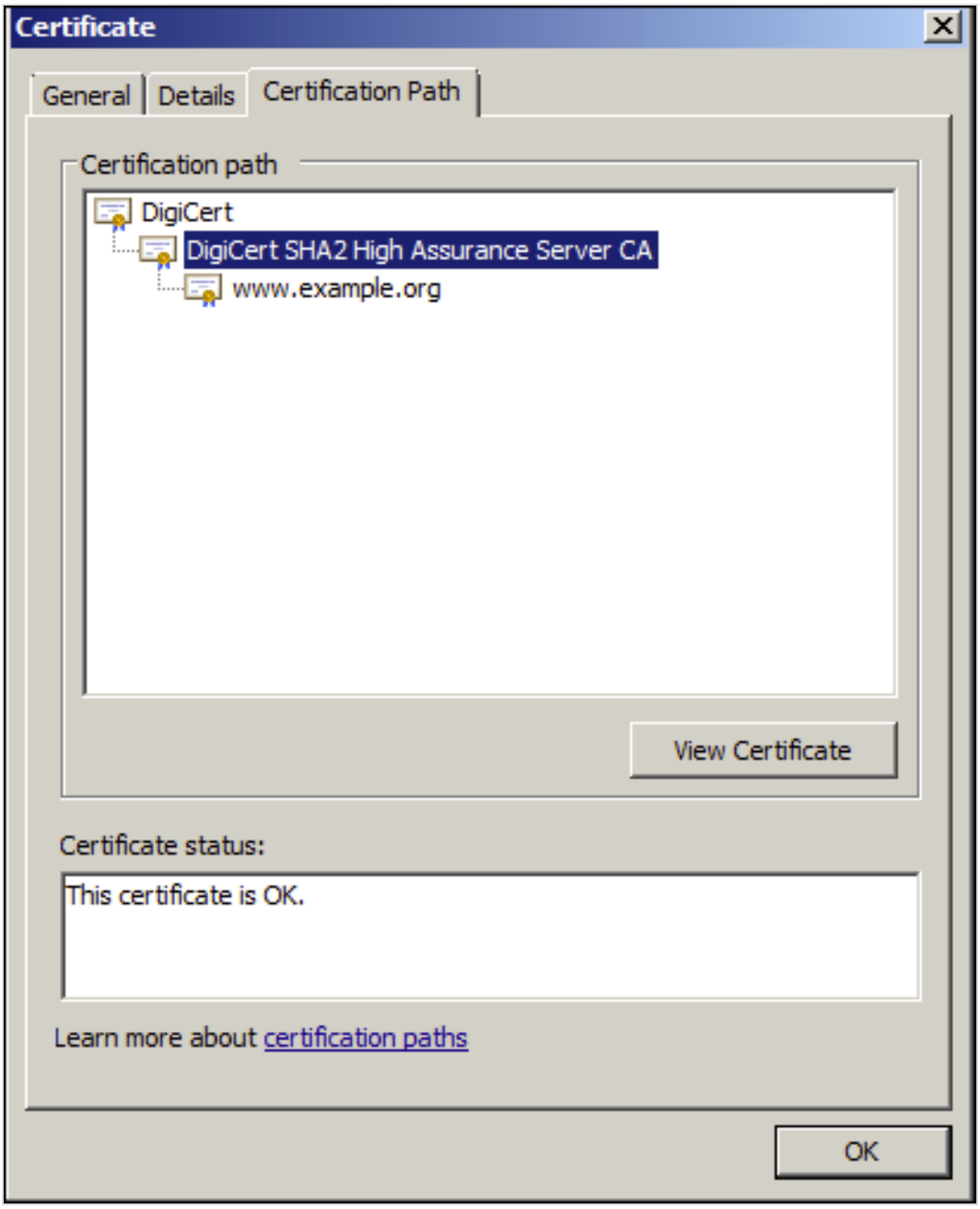
8. If your deployment has intermediate CA certificates, repeat these steps to extract them. Go to the **Certification Path** tab and select the next certificate in the chain. In the following example, DigiCert SHA2 High Assurance Server CA is the next certificate. Export this certificate with a name such as `example2.cer`.



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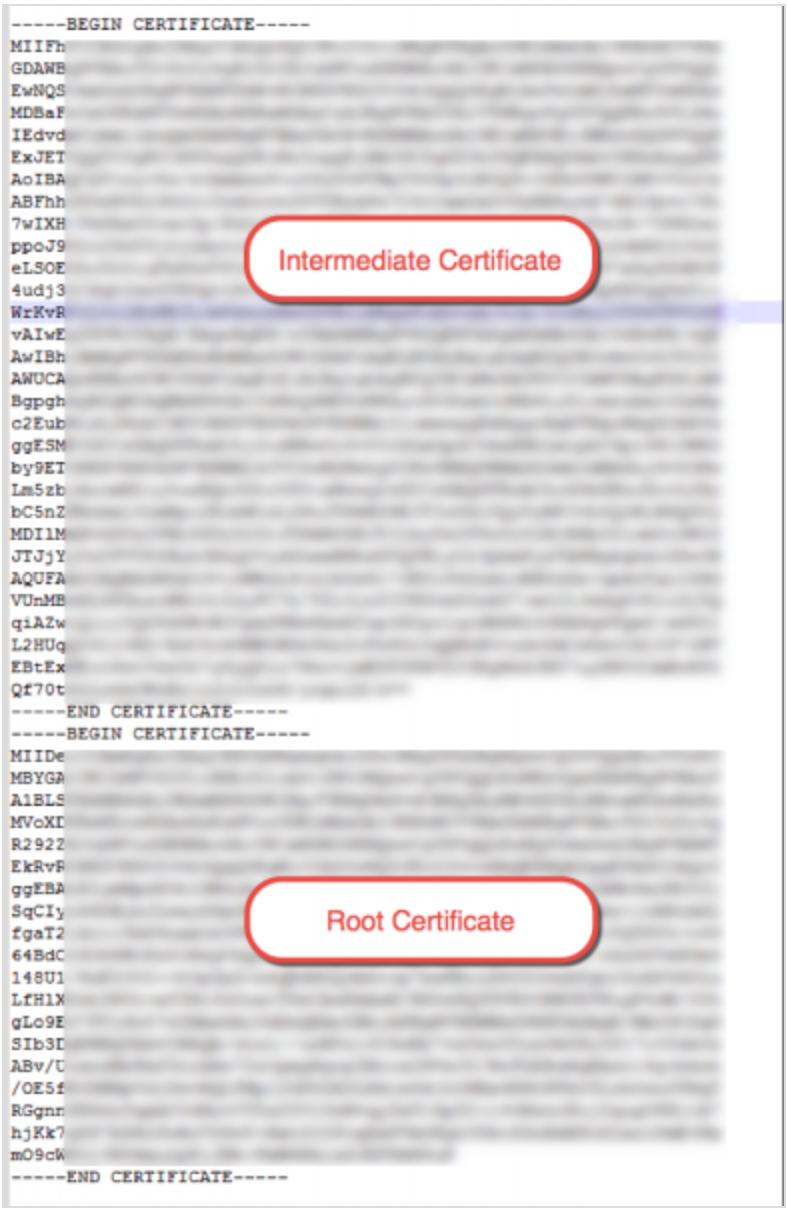
Create a new certificate file

1. Create a file named `cac.pem`.
2. Copy and paste in the contents of each certificate in the chain into the file.



IMPORTANT

- Each section of the certificate file must start with `-----BEGIN CERTIFICATE-----` and end with `-----END CERTIFICATE-----`.
- There must be only one carriage return between each certificate in the chain.

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IMPORTANT

- There must be no extra white spaces or carriage returns at the beginning or end of the file.
- The preceding example shows the root certificate last, which is a convention that Tanium Support uses.

3. Save the file.

Configure CAC

IMPORTANT Add your CAC account user name (EDIPI) as a Tanium Administrator before enabling CAC.

Step 1: Install the certificate

Upload and install the certificate:

1. Use SFTP to copy the certificate file (PEM format) to the `/incoming` directory on the Tanium Server appliance.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `2` to go to the **Tanium Operations** menu.
4. Enter `9` and follow the prompts to import and install the CAC certificate file.

Step 2: Add the required Tanium Server configuration settings

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2` to go to the **Tanium Operations** menu.
3. Enter `2` to go to the **Configuration Settings** menu.
4. Enter `1` to go to the **Tanium Server Config Settings** menu.
5. Use the menu to add Tanium Server settings as described in the Enable CAC settings table.
6. Restart the Tanium Server service. For more information, see Start, stop, and restart Tanium services.
   You can now Sign in to Tanium Console with your CAC.

The following table summarizes the settings you must add to enable CAC.

Enable CAC settings

Setting Name	Guidelines
ForceSOAPSSLClientCert	Optional. If the registry value does not exist (but other CAC/PIV registry values do exist), or is set to a value of `1`, CAC/PIV authentication becomes mandatory.

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Enable CAC settings (continued)

Setting Name	Guidelines
ClientCertificateAuthField	Optional. If it is not defined, certificate authentication matches on the Subject field. Specify a value for this key if you want to match on a different attribute. Many organizations use `X509v3 Subject Alternative Name`. Example: `X509v3 Subject Alternative Name` **Note**: X509v3 is typically hidden when displayed in Windows. Note that X509v3 is case sensitive.
ClientCertificateAuthRegex	Optional. If it is not defined, the default regular expression (regex) is used to match the user identifier. The default is `.*CN=(.*)$`.  The following expression is the best practice to match any Subject Alternative Name entry: `.*:\s(\d+)@.*`
ClientCertificateAuth	Defines the location of the certificate file to use for authentication, such as: `/opt/Tanium/TaniumServer/cac.pem` **Note**: The path name is case sensitive.
CACTrustedAddresses	Defines which endpoints to exempt from CAC authentication requirements. These systems will not require a CAC/PIV certificate to authenticate and will work for all Tanium assets. Specify the Tanium Server and Tanium Module Server. Specify additional addresses to exempt any other trusted systems and components. In an active-active deployment, you must configure this setting on both Tanium Servers to prevent errors with TDownloader.
cac_ldap_server_url	Optional. If it is defined, requires that Tanium validate every CAC/PIV authentication attempt with LDAP to determine the state of the account that is signing in. Because this does not use the Windows authentication subsystem, the service account running Tanium must have the privileges to look up accounts through a direct LDAP query. Use the following syntax, where `LDAP` must be uppercase: `LDAP://<LDAP FQDN>` If multiple domains are in use, specify a global catalog in the syntax `GC://<domain>`.  Also configure LDAP integration in Tanium Console, and assign roles, computer groups, and personas to user groups and users that are imported from the LDAP server. For more information, see Tanium Console User Guide: Integrating with LDAP servers.

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Enable CAC settings (continued)

Setting Name	Guidelines
CertLDAPQueryField	Optional. If it is defined, it specifies an LDAP user naming attribute. If it is not defined, the default attribute is used. Valid values are: • `userPrincipalName` — The sign in name for the user. • `sAMAccountName` — A sign in name that supports previous version of Windows.
CertLDAPCertField	Optional. Add this setting in conjunction with the **cac_ldap_server_url** setting. This setting specifies a secondary attribute to query within the X509 certificate. Usually, this value is expected to match **ClientCertificateAuthField** with a value of `X509v3 Subject Alternative Name`. If it is not defined, certificate authentication matches on the Subject attribute. NOTE X509v3 is typically hidden when displayed in Windows. The string `X509v3` is case sensitive.

CertLDAPCertFieldRegex	Optional. Add this attribute in conjunction with the **cac_ldap_server_url** setting. This setting specifies a regular expression that accounts for the User Principal Name (UPN) Suffix when a secondary LDAP lookup occurs. This is necessary because LDAP synchronization matches UPN without the UPN Suffix.
	If it is not defined, whatever is returned in the user naming attribute is used.
	The following example is most commonly used. It returns the full UPN:
	`.*\:\s*([^@]+@.*)$`
	The following example returns just the numeric value from the UPN:
	`([^@]+)@.*$`

NOTE To disable CAC authentication, remove the CAC settings and then restart the Tanium Server service.

Troubleshoot smart card authentication

- Check the configuration for typos, such as extra spaces or letter case errors.
- Test whether the system works with just the required registry keys. Then enable and test optional settings, such as the LDAP integration settings.
- In an active-active deployment, configure the **CACTrustedAddresses** value with entries for each Tanium Server and the Module Server to avoid errors by the Tanium Downloader (TDownloader) service during package synchronization.
- Set the logging level to 41 or higher on the Tanium Server and Module Server to record the following events. For more information, see Tanium Console User Guide: Configure Server logging levels. If you Create a custom log that records only these events, use `.*Client Certificate auth.*` as the filter regex. After generating logs at level 41, search for the following log entries:

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- If **ClientCertificateMatchField** is set and does not match:
  - No regex match:

    ```
    Client Certificate auth logon denied, match failed
    ```

  - Field used for regex not found in the CA certificate:

    ```
    Client Certificate auth logon denied, match property not present
    ```

- If **ClientCertificateMatchField** passes or is empty, the user is extracted using the **ClientCertificateAuthField** and **ClientCertificateAuthRegex**:
  - If **ClientCertificateAuthRegex** is not matched:

    ```
    Client Certificate auth logon denied, regex not matched
    ```

  - If **ClientCertificateAuthField** is not found:

    ```
    Client Certificate auth logon denied, field not found
    ```

  - If the regex matches and the field is found but the name is not valid:

    ```
    Client Certificate auth logon denied, unknown user
    ```

- Any other error or information message also starts with:

  ```
  Client Certificate auth
  ```

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Start, stop, and restart Tanium services on Tanium Appliances

Manage Tanium™ Core Platform Servers and the database server with these common service control commands:

- Start
- Stop
- Restart
- Disable
- Enable

Use the TanOS menus to stop, start, or restart a service, regardless if the service is enabled or disabled.

To issue a command:

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2`-`1` (Tanium Operations > Tanium Service Control).
3. Enter the line number of the service that you want to manage to view the service commands.
4. Enter the number associated with the service control command to issue it.

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Manage Tanium Core Platform settings on Tanium Appliances

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-2` (Tanium Operations > Configuration Settings).
3. Enter the line number for the Tanium Core Platform Server on which to modify settings.
4. Use the menu to view and edit settings. Enter the line number for a setting to edit that setting, or enter `A` to add a new setting.

For a reference of Tanium Core Platform Server settings, see Reference: Deployment-related Tanium Core Platform settings in an Appliance deployment on page 398.



Some changes to settings, such as changing the **ServerPort** setting, require you to restart the service for the modified Server for the change to take effect. For more information, see Start, stop, and restart Tanium services on Tanium Appliances on page 194.

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Manage the TDownloader configuration on Tanium Appliances

Tanium Downloader (TDL) is a utility that the Tanium Core Platform uses to download files from other servers, including updates from content.tanium.com.

Add an authentication user for TDownloader

Some servers require user authentication. If necessary, add user credentials for the Tanium Server TDownloader instance and the Module Server TDownloader instance.

You can use Tanium Console to manage authentication certificates for remote sources. For more information, see Tanium Console User Guide: Managing remote authentication.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-2` (Tanium Operations > Configuration Settings).
3. Enter `3` (Tanium Server TDL Auth User) or `7` (Tanium Module Server TDL Auth User) and follow the prompts to configure user credentials for the server URL or Windows file share from which you want to download files.

   

   The URL field can contain the path for a Windows file share, such as `\\tam.local\dc1\share`. For file access using Tanium, read-only permissions are sufficient. If you want to share files from a Windows share location, you must provide read-write permissions at a minimum. For more information about file and share permissions, see the Microsoft Windows documentation.

   

   For security reasons, Tanium does not support hidden shares, such as c$.
4. Review the resulting configuration.

Edit TDownloader settings

Use this menu to add and edit settings for the Tanium Server TDownloader instance or the Module Server TDownloader instance. For example, edit the **LogVerbosityLevel** setting to adjust the log verbosity, or if your deployment uses proxies and contains only IPV6 addresses, add the **ForceIPV6** setting to force the TDownloader to resolve proxy addresses as IPV6.

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-2` (Tanium Operations > Configuration Settings).
3. Enter `2` to show the TDL settings.
    - To add a new setting, enter `A` and follow the prompts to enter a key-value pair.
    - To edit a setting, enter the line number of the setting, enter `E`, and type in the new value of the setting.
    - To delete a setting, enter the line number of the setting, and enter `D`.

You can configure the following settings for TDownloader:

Platform settings used with TDownloader

Settings	Guidelines
BypassCRLCheckHostList	List the servers that the Tanium Server or Module Server can trust without checking a certificate revocation list (CRL). The Tanium Server and Module Server perform a CRL check on all servers that are not in this list, and do not download files from a server that fails the check. Specify the servers by FQDN or IP address. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). If you configure the Tanium Server and Module Server to access Internet sites through a proxy server, you can configure BypassCRLCheckHostList through Tanium Appliance. For more information, see Tanium Console User Guide: Configuring proxy server settings.
BypassProxyHostList	If you configure the Tanium Core Platform to access Internet sites through a proxy server, enter a comma-separated list of FQDNs or IP addresses for the hosts that do not go through the proxy server. You do not have to enter `127.0.0.1`, `localhost`, or the Module Server, but enter active-active Tanium Servers if necessary. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). Specify literal values. All supported Tanium Core Platform versions allow wildcards. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ForceIPV6	In deployments where traffic between Tanium Core Platform Servers and the Internet traverses a proxy server, TDownloader resolves the proxy address as an IPv4 address by default. If the proxy server has an IPv6 address, add ForceIPV6 with a value of `1`. ForceIPV6 is a TDownloader setting on the Tanium Server and Module Server in both Appliance and Windows deployments. The setting is hidden by default and its default value is `0`. Contact Tanium Support for guidance before adding this setting (see Contact Tanium Support). For more information about proxy server settings, see Configuring proxy server settings.
LogVerbosityLevel	Specify the logging level as a decimal value. For best practices and configuration, see Logging levels.
ProxyPassword	For a proxy server that requires authentication, enter the password of the Tanium Console User Guide: ProxyUserid user that establishes a connection with the proxy server. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ProxyPort	Specify the proxy server listening port. For more information, see Tanium Console User Guide: Configuring proxy server settings.

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Platform settings used with TDownloader (continued)

Settings	Guidelines
ProxyServer	Specify the IP address of the proxy server. For more information, see Tanium Console User Guide: Configuring proxy server settings. NOTE: By default, the proxy server address is resolved as an IPv4 address. If the proxy server has an IPv6 address, you must enter it within brackets (for example, `[2001:db8::1]`) and configure the TDownloader setting Tanium Console User Guide: ForceIPV6 to `1`.
ProxyType	Specify the type of proxy server authentication. The possible values are `Basic`, `NTLM`, or `None`. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ProxyUserid	For a proxy server that requires authentication, specify the user ID of the account that establishes a connection with the proxy server. For more information, see Tanium Console User Guide: Configuring proxy server settings.
TrustedCertPath	Path to the certificate file used for secure connections to the Tanium Console port.
TrustedHostList	By default, the Tanium Server and Module Server validate the SSL/TLS certificate of remote servers when establishing connections to them (such as for downloading files). To bypass certificate validation for specific servers, enter their FQDN or IP address. You do not have to enter 127.0.0.1, localhost, the Tanium Module Server, or Tanium Servers (standalone or active-active). Wildcards are supported. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). For more information, see Tanium Console User Guide: Configuring proxy server settings.

TIP: You can use Tanium Console to manage proxy settings. For more information, see Tanium Console User Guide: Configure proxy server settings.

Add an authentication certificate for TDownloader

TIP: You can use Tanium Console to manage authentication certificates for remote sources. For more information, see Tanium Console User Guide: Managing remote authentication.

Servers from which you want to download files might require certificate authentication. Use this menu to add a Client certificate and key to the Tanium Server TDownloader instance or the Module Server TDownloader instance.

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1. Use SFTP to copy the Client certificate file and key file to the `/incoming` folder.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `2-2` (Tanium Operations > Configuration Settings).
4. Enter `4` (Add Tanium Server TDL Auth Cert) or `8` (Add Tanium Module Server TDL Auth Cert) and follow the prompts to upload the certificate and key file and configure TDownloader to use them for the server URL from which you want to download files.
5. Review the resulting configuration.

Manage additional authentication certificates

You can add additional authentication certificates to be used by TDownloader and other connections from Tanium solutions. For example, some proxy server configurations require an intermediate certificate.



Not all proxy servers require an intermediate certificate to be installed. Add the intermediate certificate only if TDownloader and Tanium modules cannot connect to external servers without it.

- You can use Tanium Console to manage authentication certificates for remote sources. For more information, see Tanium Console User Guide: Managing remote authentication.
- You can include multiple certificates in the same file, such as the root certificate for your organization and the intermediate certificate for a proxy server.

1. Use SFTP to copy a certificate file and key file to the `/incoming` folder.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `2-2` (Tanium Operations > Configuration Settings).
4. Enter `13` (Control Root CA Certs) and use the menu to install the certificate.

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Edit the Zone Server isolated subnets or separated subnets list on Tanium Appliances

Though isolated subnets and separated subnet configurations on Tanium Servers are synchronized to Zone Servers, you can override these settings with settings on individual Zone Servers. Use the TanOS menus to configure the isolated subnets list or the separated subnets list for Zone Servers.

Isolated subnets contain endpoints for which you want to disable Tanium Client peering. Separated subnets specify exceptions to the peering boundaries that the address mask configured for the Tanium Server defines. For more information, see Tanium Client Management User Guide: Overview of Tanium Client peering settings.

For information about configuring isolated or separated subnets on Tanium Servers, see Tanium Client Management User Guide: Configure isolated subnets and Tanium Client Management User Guide: Configure separated subnets.

1. Sign in to the TanOS console of the Zone Server Appliance as a user with the `tanadmin` role.
2. Enter `2`-`2` (Tanium Operations > Configuration Settings).
3. Enter `11` to edit the `IsolatedSubnets.txt` file or `12` to edit the `SeparatedSubnets.txt` file.
4. Use the menu to specify the subnet in CIDR format.

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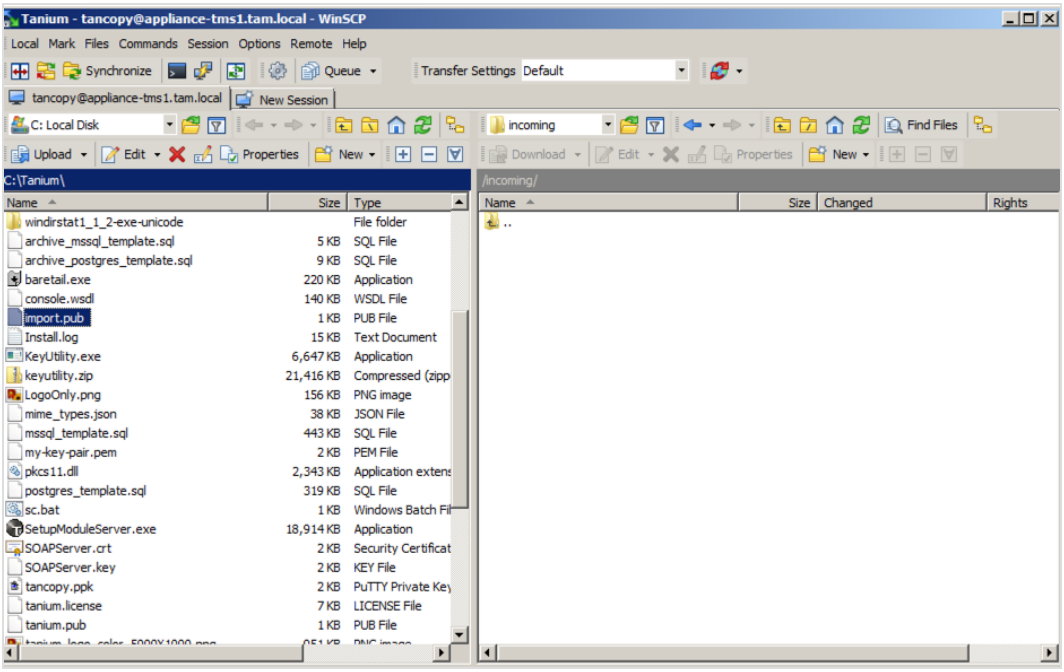
Enable import of user-created content in an Appliance deployment

The Tanium Server requires content files that are imported into Tanium Console to be signed, and the signatures are verified by public keys stored on the Tanium Server. The public keys for content developed by Tanium and delivered through content.tanium.com are included with the installation. To import user-created content, you must use a utility provided by Tanium to sign the content, and you must upload the public key from that pair to the Tanium Server. In an active-active cluster, perform the following steps for each active Tanium Server in the deployment.

1. Contact Tanium Support for instructions on how to download the content signing key utility (`keyutility.exe`). For more information, see Support for Tanium Appliances on page 307.
2. Use **keyutility.exe** to generate a cryptographic key pair and use it to sign the user-created content you want to import into the Tanium Server. For more information, see Tanium Core Platform User Guide: Authenticating content files.
3. Rename the public key file from that key pair `import.pub` and use SFTP to upload it to the `/incoming` folder of the Tanium Server Appliance.



4. Sign in to the TanOS console as a user with the `tanadmin` role.
5. Enter `2-5` (Tanium Operations > Install Content Signing Keys).
6. Enter `A` to go to the **Add Content Signing Key** menu and follow the prompts to import the public key file.

TIP

You can also use the Install Content Signing Keys menu to list and delete existing key files.

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You can now upload signed user-created content to the Tanium Server on the Appliance. In a Tanium Cluster, Tanium Servers write content to the shared Tanium database. Therefore, after you import content on a Tanium Server in an Tanium cluster, the content is available on the other Tanium Server.

- For information about how to use **keyutility.exe** to sign content, see Tanium Core Platform User Guide: Authenticating content files.
- For information about how to upload signed content to the Tanium Server, see Tanium Console User Guide: Manage services and content.

Watch the tutorial about how to manage content signing keys for the Tanium Appliance.

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Manage a Tanium cluster

A Tanium cluster uses two Tanium Servers to provide continuous availability during scheduled maintenance or an outage. For more information, see Configuring a Tanium cluster on page 99.

Manually configure a Tanium cluster

IMPORTANT

Use an Appliance Array for easy setup and management of the Appliances in your deployment. When you install two Tanium Server roles in an Array, TanOS automatically configures a Tanium cluster. For more information about how to install an Appliance Array, including the necessary Tanium Appliance server roles, see Installing and managing an Appliance Array on page 96.

If you are unable to use the Appliance Array, see Tanium Appliance Deployment Guide (version 1.7.2): Configure a Tanium cluster for instructions to manually configure a Tanium cluster.

Perform database failover

1. On the secondary, or passive, Appliance, sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-B-F` (Tanium Operations > Cluster Configuration > Database Server Failover).
3. Follow the prompts to perform the failover to the secondary Appliance database and promote the secondary Appliance database to primary.
4. To demote the original primary Tanium Server database to the passive role, on the original primary Appliance, reinitialize replication. For more information, see Reinitialize replication on page 204.

Check replication status

1. On either Tanium Server in the cluster, sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-B` (Tanium Operations > Cluster Configuration).
3. Enter `S` to display the replication status between the cluster members.

TIP

To see the database replication history, see View database replication status and history on page 280.

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Reinitialize replication

You can reinitialize replication on the passive, or secondary, database, which removes all existing database contents and replaces them with the contents from the currently active database. After you perform a failover, you can initialize replication from the newly active secondary Appliance to the original primary Appliance by performing this procedure on the original primary Appliance.

1. On the Tanium Server Appliance with the passive database, sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2`-`B`-`E` (Tanium Operations > Cluster Configuration > Reinitialize Replication).
3. Follow the prompts to reinitialize replication between the cluster members, and, if applicable, demote the original primary Tanium Server.

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Manage the standby Module Server

If you add two Module Servers to your Appliance Array, you can schedule a Module Server sync to use the second Module Server as a standby.

Schedule sync jobs

The Module Server sync job schedule determines the times and frequency at which files are copied from the active Module Server to the Standby Module Server.



The Module Server sync stops services on the Tanium Module Server to capture the module data. During this time, users can still access Tanium and ask questions, but the module workbenches are unavailable until the backup completes.



Schedule a Module Server sync to run at least weekly during a time that has minimal impact. Avoid running the sync too frequently in order to minimize interruptions in the use of Tanium modules.



The Module Server sync that you schedule manages synchronization of Module Server files. Replication of the database is separate and occurs automatically. To view the status of database replication, see View detailed status for Module Server sync on page 206.

1. Sign in to the source Module Server Appliance as a user with the `tanadmin` role.
2. Enter `2-D-5` (Tanium Operations > Module Server Sync > Schedule TMS Sync).
3. Use the menu to configure the schedule:
    a. Enter `1` or `2` to toggle the enabled/disabled status for the schedule.
    b. Enter `4` or `5` to set the schedule by days of the month or days in a week.
        - A comma (,) indicates separate days. For example, `1,15`.
        - A hyphen (-) indicates contiguous days. For example, `mon-fri`.
        - Specify days of the week with three-letter abbreviations: sun, mon, tue, wed, thu, fri, sat.
    c. Enter `6` to set the time of day.
    d. Enter `7` to make your changes active.

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View detailed status for Module Server sync

The top of the Module Server Sync menu shows configuration status and the last return code for the sync job. You can use menu `1` to view detailed status.

1. Sign in to the source Module Server Appliance as a user with the `tanadmin` role.
2. Enter `2-D` (Tanium Operations > Module Server Sync).
3. Enter `1` to view the status.

Promote the standby Module Server

The Module Server service on the standby Appliance is not enabled while the active Appliance is running. To make the standby Appliance active, such as in the event of a failure on the active Module Server, promote the standby Module Server. You can perform this promotion to test a planned Module Server failover or to recover a failed Module Server with a standby Module Server. For more information, see Test a planned Module Server failover or recover a failed Module Server with a standby Module Server on page 231.

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Change the Tanium content manifest URL

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2`-`C`-`B` (Tanium Operations > Manage Content > Manifest URL Change).
3. Use the menu to change the manifest URL.

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Configure solution module file share mounts

Tanium™ Connect and Tanium™ Detect can write consumable files to disk. You can configure the Module Server to copy these files to a Common Internet File System (CIFS) or Network File System (NFS) share on a file server, or to an *internal share* on the Appliance itself. An internal share is a directory that the `tancopy` user can access using SFTP.

If you configure an internal share, the `tancopy` user can make an SFTP connection to the Appliance with SSH key authentication and copy files to or from the `/modules/connect` or `/modules/detect` directory (depending on which shares are configured). For information about adding SSH keys for the `tancopy` user, see one of the following sections:

- Physical Tanium Appliance: Configure SSH keys
- Virtual Tanium Appliance: Configure SSH keys
- Cloud-based Tanium Appliance: Configure SSH keys



When two Module Servers are deployed in an active standby configuration, file share mounts are not replicated. Configure each Module Server in the same way to maintain functionality in the event of a failover.

Add a file share mount

1. Sign in to the TanOS console on the Tanium Module Server as a user with the `tanadmin` role.
2. Enter `A-6` (Appliance Configuration > Share Configuration).
3. Enter the line number of the mount you want to create and complete the configuration to add a file share mount.

List a file share mount

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-6-A` (Appliance Configuration > Share Configuration > List Mounts).

Test a file share mount

1. Sign in to the TanOS console on the Tanium Module Server as a user with the `tanadmin` role.
2. Enter `A-6` (Appliance Configuration > Share Configuration).
3. Enter `B` to test file share mounts.

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Manage advanced Tanium Core Platform features on Tanium Appliances

Use the Advanced Operations menu to make additional changes that might be required in atypical environments.



Contact Tanium Support before you change advanced options.

Enable UseTBBAllocatorStats

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-X` (Tanium Operations > Advanced Operations).
3. Enter `2` and follow the prompts to enable UseTBBAllocatorStats.

Upload an HTML banner

You can add a page to provide information or warnings to users before they sign in to Tanium Console. For complete details, see Tanium Console User Guide: Customizing the Console and Interact. You can use the TanOS Advanced Operations menu to upload the `banner.html` file.

1. Use SFTP to upload the HTML banner file to the `/incoming` folder.
2. Enter `2-X` (Tanium Operations > Advanced Operations).
3. Enter `4` and follow the prompts to copy the HTML banner file to the appropriate location.

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Configuring Appliance connections

You are prompted to configure basic host and network settings when you complete the initial configuration. Use the **Appliance Configuration** menu to modify the configuration as necessary.

> NOTE
>
> Changes to the network configuration cause network services to restart. If you connect over a remote SSH connection and change the configuration for the interface with which you are connected, your SSH connection terminates.

Modify the host name and DNS configuration

Host, domain, DNS server, and `/etc/hosts` settings are configured during the initial setup. If necessary, you can use the **Hostname/DNS Configuration** menu to make changes.

> NOTE
>
> Contact Tanium Support if you plan to change the Tanium Server host name. Tanium Support needs the new host name to update the Tanium license for you. For more information, see Support for Tanium Appliances on page 307.

Modify the host name

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-1` (Appliance Configuration > Hostname/DNS Configuration).
3. Enter `1` and follow the prompts to change the host name, which must be a fully qualified domain name (FQDN).

   > IMPORTANT
   >
   > Use an FQDN that is accessible from any computer from which a user accesses Tanium Console.

Modify the DNS server

> TIP
>
> You can change the DNS servers on all Appliances in the Array at the same time from the Array Manager.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-1` (Appliance Configuration > Hostname/DNS Configuration).
3. Enter `2` and follow the prompts to update the DNS servers.

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4. (Array Manager only) Enter `y` to make the updates on all Array Members, or `n` to make the updates only on the current Appliance.
5. Enter `y` to complete the changes.

Modify the hosts file

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-1` (Appliance Configuration > Hostname/DNS Configuration).
3. Enter `3` and use the **manual_hosts** menu to update the `/etc/hosts` file.

Enable or disable a network interface, change the IP address, or modify the MTU size



If you are changing the IP addresses of multiple Appliances, start with the primary Tanium Server.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-2-1` (Appliance Configuration > Networking > Network Interfaces).
3. Enter the line number of the interface that you want to configure to go to the selected **Network Interface** menu.
4. Use the menu to change the IP address, change the MTU size, or enable or disable the network interface.
5. If you changed the IP address of the Appliance, you must also update the IP address in the Appliance Array:

   

   You must perform this set of steps separately, even if you are changing the IP address of the Array Manager itself.

   a. Sign in to the Array Manager a user with the `tanadmin` role.
   b. Enter `1-M` (Tanium Installation Menu > Manage Appliance Array).
   c. Enter the line number for the Appliance on which you changed the IP address.
   d. Enter `I` to update the IP address of the Array member.

      

      If you have changed the IP address of multiple Array members, you might see errors when you update the IP address of each member on the Array Manager. Updating the IP address of the final Array Member resolves these temporary errors.

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NOTE

- You must also update the DNS records in your domain configuration for any Appliances that have new IP addresses. For the specific steps, review the documentation from your domain provider.
- Test the functionality of the Tanium solutions in your environment after you change server IP addresses. Some solutions have settings that might need be changed. For more information, see the user guide for each solution. For example, if you change the IP address of the Module Server, and the **Fully Qualified Domain Name** configured for the Module Server in the **Endpoint Connection** settings for Direct Connect is set to only the old IP address Module Server, you must update that setting in Direct Connect before you can connect to an endpoint using Direct Connect functionality. (For more information about that specific setting, see Tanium Direct Connect User Guide: Configure Endpoint Connection settings.)

Modify advertised Ethernet speeds (physical Tanium Appliance only)

In some environments, you might need to modify the Ethernet speeds that the network interface controller (NIC) advertises for auto-negotiating connections.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-2-1` (Appliance Configuration > Networking > Network Interfaces).
3. Enter the line number of the interface that you want to configure to go to the selected **Network Interface** menu.
4. Enter `S` to configure the advertised Ethernet speeds.

Reset a network interface

Use the Reset Interface option to remove the IP address and other configuration from a network interface, restoring it to a default unconfigured state. After the reset, the interface comes back up with no IP address assigned.

IMPORTANT

If you are connected to the Appliance over the interface that you reset, your session is disconnected.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-2-1` (Appliance Configuration > Networking > Network Interfaces).
3. Enter the line number of the interface that you want to reset.
4. Enter `X` and confirm the prompt to reset the interface.

Set up an IPsec tunnel

Use IPsec to ensure end-to-end security between two Tanium Server Appliances. An IPsec tunnel is automatically configured when you install an Appliance Array.

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1. Start two SSH terminal sessions so you can copy and paste between them:
    - First Tanium Server Appliance
    - Second Tanium Server Appliance
2. Sign in to each of the Tanium Server Appliances as a user with the `tanadmin` role and enter `A-2-2` (Appliance Configuration > Networking Configuration > IPSEC).
3. On the second Appliance, copy the IPsec host key to the clipboard:
    a. From the **IPSEC** menu, enter `1` to view the local IPsec host key.
    b. Copy the key to the clipboard.
4. On the first Appliance, from the **IPSEC** menu, enter `3` and follow the prompts to configure this side of the IPsec tunnel. When prompted, paste the IPsec host key for the second Appliance.
5. On the first Appliance, copy the IPsec host key to the clipboard:
    a. From the **IPSEC** menu, enter `1` to view the local IPsec host key.
    b. Copy the key to the clipboard.
6. Go to the second Appliance and complete the IPsec configuration:
    a. From the **IPSEC** menu, enter `3` and follow the prompts to configure the IPsec tunnel on the second Appliance. When prompted, paste the IPsec host key for the first Appliance.
    b. Enter `6` to test the connection from the second Appliance.
7. Go back to the first Appliance and enter `6` to test the connection.

View the IPSEC configuration for an Appliance

1. Sign in to the Appliance as a user with the `tanadmin` role.
2. Enter `A-2-2` (Appliance Configuration > Networking Configuration > IPSEC).
3. Enter `2` to display the IPSEC configuration.

Modify the routing configuration

You can add a static route, if necessary.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-2-3` (Appliance Configuration > Networking > Routing).
3. Use the menu to manage the routing table.

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Configure NIC teaming (physical Tanium Appliance only)

The Tanium Appliance supports active/passive network interface controller (NIC) teaming. Active/passive NIC teaming allows multiple interfaces to be placed in a group to support NIC failover. When you configure the NIC team, you must select interfaces of the same type.

Create NIC team

To create a NIC team, there must be two NICs available for teaming. If you have a physical Tanium Appliance, make sure to enable the tanremote user and configure the iDRAC interface.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-2-T` (Appliance Configuration > Networking > NIC Teaming).
3. Enter `A` and follow the prompts to create the NIC team configuration.

> **NOTE**
> When you create a NIC team, the system automatically assigns a MAC address from one of the NICs to the team. The NIC Teaming menu displays the details for each NIC team, including the assigned MAC address.

Manage NIC team

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-2-T` (Appliance Configuration > Networking > NIC Teaming).
3. Enter the line number of the NIC team that you want to manage.
4. Use the **NIC Team** menu to change the IP address, delete the NIC team, or view the status.

Modify the NTP configuration

> **TIP**
> You can change the NTP configuration on all Appliances in the Array at the same time from the Array Manager.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-3` (Appliance Configuration > NTP Configuration).
3. Enter the line number of the existing NTP server to modify or remove, or enter `A` to add a new NTP server.
4. Follow the prompts to add, modify, or remove the NTP server. To add or modify an NTP server, enter the NTP server address and whether the server requires authentication. If the NTP server requires authentication, enter the NTP key ID, NTP key type, and NTP key at the prompts.
5. (Array Manager only) Enter `y` to make the updates on all Array Members, or `n` to make the updates only on the current Appliance.
6. Enter `y` to complete the changes.

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Change from a static IP address to DHCP (virtual Tanium Appliance only)

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A` (Appliance Configuration).
3. Enter `7` and follow the prompts to use DHCP.

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Configuring Appliance security

Manage inbound SSH access rules

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A`-`A`-`2` (Appliance Configuration > Security > Manage SSH).
3. From this menu, you can add or delete rules that restrict SSH access to hosts from specified subnets only.
    - Enter `A` and follow the prompts to add a new rule.
    - Enter the line number of an existing rule and follow the prompts to delete the rule.

Configure SSH banner text

You can add custom SSH banner text to TanOS.

1. Use SFTP to copy a file named `banner_ssh.txt` to the `/incoming` folder.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `A`-`A` (Appliance Configuration > Security).
4. Enter `3` to add the banner file.

View SSH fingerprints

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A`-`A` (Appliance Configuration > Security).
3. Enter `4` to view the SSH fingerprints.

Manage inbound HTTPS access rules

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A`-`A`-`6` (Appliance Configuration > Security > Manage HTTPS).
3. From this menu, you can add or delete rules that restrict HTTPS access to hosts from specified subnets only.
    - Enter `A` and follow the prompts to add a new rule.
    - Enter the line number of an existing rule and follow the prompts to delete the rule.

Configure LDAPS or StartTLS

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If you have requirements to use the LDAPS or StartTLS protocol for the LDAP sync connection to the back-end LDAP server, you must import the LDAP server root certificate authority (CA) certificate and then enable the LDAPS/StartTLS configuration. You can import multiple root CA certificates if necessary. The certificates must be in PEM format. On the Appliance, you have the option to paste the contents of the LDAP server root CA certificate or import the file. You do not have to do both.

NOTE

- The LDAP server root CA certificate must be able to validate the LDAP server certificate. The subject field of the LDAP server certificate must match the host field in the LDAP configuration.
- Secure certificates for Server and Client systems are required. The certificates have a minimum bit size of 2048 for RSA and 256 for ECDSA. To check key sizes, use OpenSSL from a CLI. If your Tanium license includes Tanium Certificate Manager, see Tanium Certificate Manager User Guide: View short keys for the steps to check the key sizes in your environment.

IMPORTANT

In a clustered environment, upload the LDAP server CA certificate to both Tanium Servers.

Paste the LDAP server root CA contents

NOTE

To add multiple CA certificate files, put all certificates in one file and paste them in them in together.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-A` (Appliance Configuration > Security > LDAP CA Certificate Management).
3. Enter `1` and follow the prompts to paste the contents of the LDAP server root CA certificate file.
4. Restart the Tanium Server service. For more information, see Start, stop, and restart Tanium services on Tanium Appliances on page 194.

Import the LDAP server root CA certificate files

NOTE

To add multiple CA certificate files, put all certificates in one file and use the **Add Certificate** option to paste them in together. For more information, see Paste the LDAP server root CA contents on page 217.

1. Use SFTP to copy the file to the `/incoming` directory of the Tanium Server Appliance.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `A-A-A` (Appliance Configuration > Security > LDAP CA Certificate Management).
4. Enter `2` and follow the prompts to import the LDAP server root CA certificate file.
    - For the file ID, enter a short, unique string that you can use to reference the certificate.

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5. Restart the Tanium Server service. For more information, see Start, stop, and restart Tanium services on Tanium Appliances on page 194.

Enable/Disable the LDAPS or StartTLS configuration

You can toggle the LDAPS or StartTLS configuration on and off. When disabled, the connection is unencrypted LDAP.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-A` (Appliance Configuration > Security > LDAP CA Certificate Management).
3. Enter `3` to enable or disable the LDAPS configuration.

Enable/Disable TLS certificate validation

If necessary during troubleshooting, you can disable TLS certificate validation to help you determine if there is a problem with the certificate. After troubleshooting, re-enable certificate validation.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-A` (Appliance Configuration > Security > LDAP CA Certificate Management).
3. Enter `4` and then `E` to enable or `D` to disable TLS certificate validation for connections with the LDAP server, and follow the prompt to restart the Tanium Server service.

View and manage LDAPS certificates

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-A` (Appliance Configuration > Security > LDAP CA Certificate Management).
3. Enter `5` to list the LDAPS certificates that have been imported.
4. Enter the number of a certificate to view its details, delete it, or copy it to a secondary Tanium Server.

Copy the LDAPS configuration and certificates to another Tanium Server in a Cluster

1. Sign in to a Tanium Server Appliance as a user with the `tanadmin` role.
2. Enter `A-A-A` (Appliance Configuration > Security > LDAP CA Certificate Management).
3. Enter `S` to go to the **Sync Configuration to Peer TS** screen, and follow the prompts to copy the configuration to the other Tanium Server Appliance.

The LDAPS configuration and certificates are copied automatically when you add a new Tanium Server to the Array.

To copy only an individual certificate, follow the steps in View and manage LDAPS certificates on page 218.

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Configure security policy rules

The TanOS user access security policy has the following factory settings.

TanOS user access security policy factory settings

Setting	Factory default	Description
Password Lifetime	Minimum: 0 days Maximum: 36500 days	The minimum sets the minimum number of days between password changes. A value of 0 indicates the password can be changed at any time. The maximum sets the age at which a current password expires. A value of 36500 (the default) effectively disables password expiration.
Password History	4 most recent	The number of most recent passwords to disallow reuse. A setting of 0 allows reuse of any previous passwords. This setting does not apply to the `tanadmin` account.
Password Minimum Length	10 characters	The minimum number of characters allowed in a password. Valid range is 6–32 characters.
Password Minimum Characters Changed	0 (disabled)	The minimum number of characters in the new password that must not be present in the previous password. 5 is a common practice. STIG requires a minimum of 8. A setting of 0 allows reuse of any character. This setting does not apply to the `tanadmin` account.
Login Failure Delay	0 seconds	The time, in seconds, between a failed sign in attempt and the next time the prompt is returned to prompt the user for the password.
Expired Passwords Effect	Force Password Change	Determine the effect on a user account when a password expires. Two options: • Disable the user account • Force password change on next sign in
Account Lockout Time	900 seconds after 3 failures	The number of seconds to lock an account after three consecutive unsuccessful sign in attempts. Valid range is 0-604800 seconds.
Maximum Concurrent Logins	10	The number of concurrent sign in sessions for a user account. Valid range is 2–1000.

To modify security policy settings:

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-P` (Appliance Configuration > Security > Appliance Configuration Security Policy).
3. Use the menu to view and edit password, sign in, and lockout rules.

NOTE

After you modify password policy settings, it is expected that password prompts in TanOS menus provide users with guidance on the updated requirements.

Enable FIPS 140-3 mode

Enabling FIPS mode causes the Appliance to use a FIPS-validated cryptographic module for all cryptographic operations. It also ensures that services like SSH use only cryptographic algorithms that FIPS 140-3 allows.

BEST PRACTICE

- Enable FIPS mode only if you are required to do so for your organization.
- If FIPS mode is required for your organization, enable it before initial setup so that the password and keys that you configure during setup are FIPS-compliant. For more information, see one of the following sections:
  - Enable FIPS 140-3 mode before initial setup (physical Tanium Appliance)
  - Enable FIPS 140-3 mode before initial setup (virtual Tanium Appliance)
  - Enable FIPS 140-3 mode before initial setup (cloud-based Tanium Appliance)

IMPORTANT

- To use FIPS mode on a virtual Tanium Appliance, the VM on which the Appliance is installed must use a CPU type that supports the RDSEED instruction.
- Changing the FIPS mode affects the available ciphers and keys used while connecting to the Appliance over SSH. After you change the FIPS mode, the Appliance reboots immediately, and you might not be able to use SSH to access the TanOS console until you regenerate SSH keys. Before you change the FIPS mode, make sure you can access the Appliance another way, such as through iDRAC or the VM console.

NOTE

Enabling FIPS mode in TanOS also puts the Tanium Platform in FIPS mode.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-X` (Appliance Configuration > Security > Advanced Security).
3. Enter `1` and follow the prompts to enable FIPS 140-3 mode and reboot for the changes to take effect.
   To confirm that FIPS 140-3 mode is enabled after rebooting the Appliance, return to the Advanced Security menu (`A-A-X`).

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If necessary, regenerate SSH keys for users who access the TanOS console using SSH. For more information, see Manage SSH keys for TanOS users on page 144.

Use AIDE reporting

Advanced Intrusion Detection Environment (AIDE) is a host-based intrusion detection system (HIDS) for checking the integrity of files. The AIDE solution runs an initialization scan over a set of files and directories in the system and generates a reference snapshot of the environment state. Subsequent scans can be run, and the differences between initial and current scans are reported as differences to be investigated.

The set of files and directories over which the scans are run can be customized in a configuration file. If needed, contact Tanium Support for assistance.



AIDE reports will be very noisy following TanOS upgrades, Tanium role installations, and Tanium solution module or content pack imports or reimports. To mitigate the noise and allow you to track real intrusions, the following workflow is recommended:

1. Before you perform an upgrade or installation, run an AIDE check report.
2. Then perform the upgrade or installation.
3. After the upgrade or installation, run AIDE initialization to reset the AIDE reference. A fresh AIDE report is run automatically at the end of the initialization process.

Enable AIDE

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-X-2` (Appliance Configuration > Security > Advanced Security > AIDE).
3. Enter `1` to initialize AIDE, enable a weekly check report, and run a test check report.
   Note that after initialization, the AIDE menu shows status, schedule, and recent report information.

Run an AIDE check report

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-X-2` (Appliance Configuration > Security > Advanced Security > AIDE).
3. Enter `2` to run an AIDE check report.
   Note that after the report has been run, the report status is updated.

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Disable the weekly AIDE check report

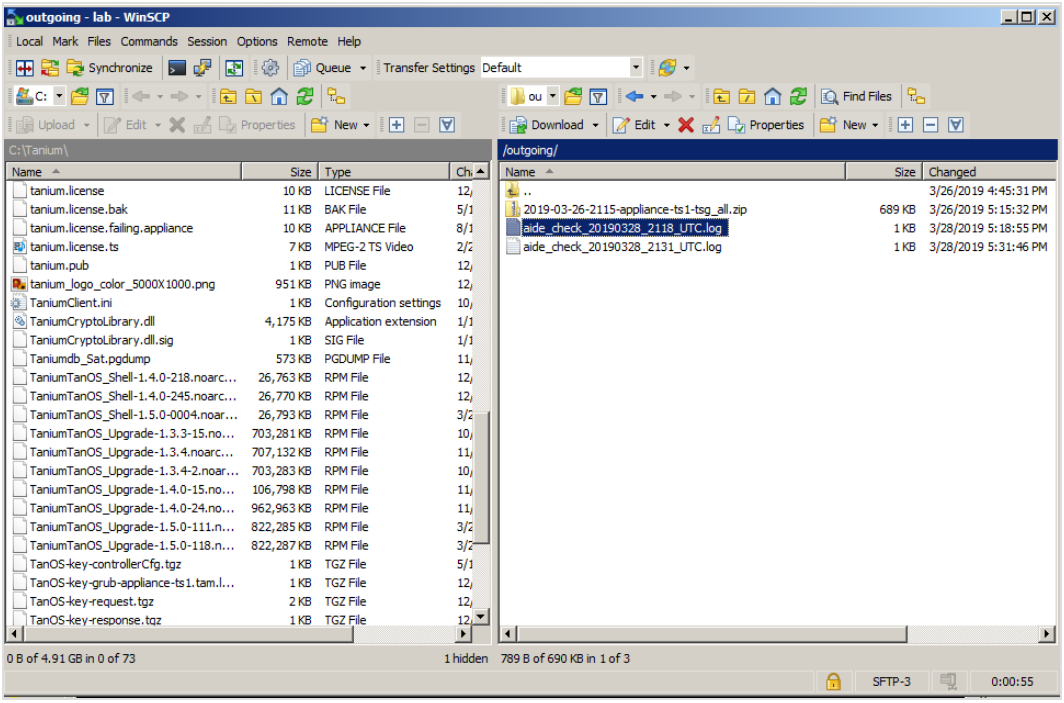
1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-X-2` (Appliance Configuration > Security > Advanced Security > AIDE).
3. Enter `3` to disable the weekly AIDE check report.
   Note that after the disable report operation has been run, the scheduled report status is updated.

Enable the weekly AIDE check report

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-X-2` (Appliance Configuration > Security > Advanced Security > AIDE).
3. Enter `4` to enable the weekly AIDE check report.
   Note that after the enable report operation has been run, the scheduled report status is updated.

Export the weekly AIDE check report

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-X-2` (Appliance Configuration > Security > Advanced Security > AIDE).
3. Enter `5` to export the weekly AIDE check report to the `/outgoing` directory.
4. Use SFTP to copy the report from `/outgoing` to your management computer.



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Toggle SELinux mode

Security-Enhanced Linux (SELinux) is a set of kernel modifications and user-space tools that make a Linux-based OS more secure.

By default, the SELinux setting is set to `enforcing`.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-X` (Appliance Configuration > Security > Advanced Security).
3. Enter `4` to toggle the SELinux setting—permissive or enforcing. A reboot is not required.

Set menu timeout

The menu timeout is the amount of time that the TanOS menu system waits for user input. Enable this feature to cancel user sessions after a period of inactivity. The timeout applies to SSH sessions, but not to Tanium Console sessions. This setting takes effect when a user signs in to the Appliance. By default, menus do not time out.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-A-X` (Appliance Configuration > Security > Advanced Security).
3. Enter `5` to set a menu timeout, in seconds. If you want to disable menu timeouts, set the value to `0`.

Manage the RAID controller security key

Export the RAID controller security key (physical Tanium Appliance only)

The RAID controller security key is used by the controller to lock and unlock access to encryption-capable physical disks. You can export the key and store it in a safe location. During recovery from controller failure, you will need to provide the key. When you run a Health Check, you might see messages alerting you to export the RAID controller security key.

```
Boot Check: Pass (EFI Boot)
Active partition: pass (VolGroup1-root)

>>> Hardware health (will take 1-12 seconds) <<<
hardware type: pass (TV-220)
RAID controller RAID.Integrated.1-1 Security Key: pass
disk encryption: pass


>>> RAID Controller Security Key <<<

RAID Security key check: fail (key has NOT been exported)  <--------

>>> Tanium Application file Permissions <<<
```

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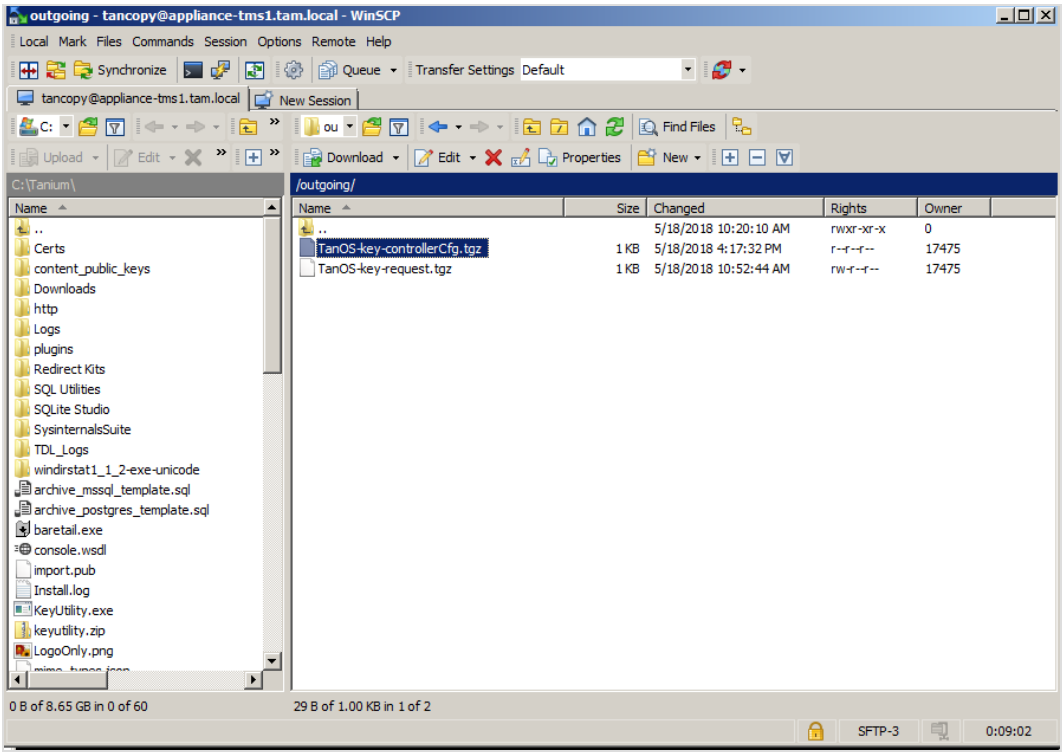
```
executed checks: 48
failed checks: 4
new health status setting: warning
```

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-X-5` (Appliance Configuration > Advanced Configuration > Export RAID Controller Security Key).
3. Follow the prompts to export the RAID controller security key to the `/outgoing` directory.
4. Use SFTP to copy the file from the `/outgoing` directory to your local computer.



Change the RAID controller security key (physical Tanium Appliance only)

You can change the RAID controller key in the event of a failure, but you need to have the existing key decrypted to do so.

CAUTION

This is a lengthy process and can take 10 minutes or more to complete.

BEFORE YOU BEGIN

The passphrase that is associated with the existing key must be decrypted by Tanium. Contact Tanium Support for assistance.

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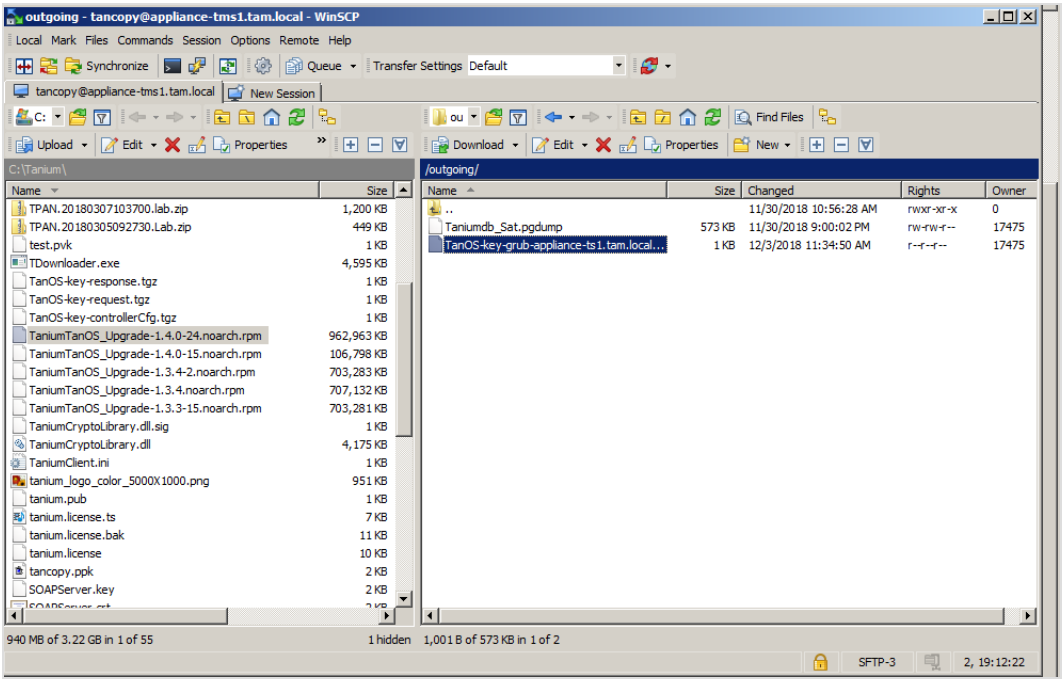
CHANGE THE KEY WITH THE DECRYPTED PREVIOUS KEY

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-X-4` (Appliance Configuration > Advanced Configuration > Change RAID Controller Security Key).
3. Type **Yes** to proceed, enter your decrypted previous key, and then type in a new key that meets the password policy requirements.
4. Export the new RAID controller security key and download the key immediately from the `/outgoing` folder through SFTP. For export steps, see Export the RAID controller security key (physical Tanium Appliance only) on page 223.

Manage the GRUB key (physical Tanium Appliance or virtual Tanium Appliance only)

Export the GRUB key

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-X` (Appliance Configuration > Advanced Configuration).
3. Enter `6` and follow the prompts to export the GRUB key to the `/outgoing` folder.
4. Use SFTP to copy the file from the `/outgoing` directory to your local computer.



IMPORTANT

If you need the GRUB password during recovery, you must provide the key to Tanium Support for a technician to extract the GRUB password.

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Change the GRUB key password

If necessary, you can regenerate the GRUB key and password.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A`-`X` (Appliance Configuration > Advanced Configuration).
3. Enter `7` and follow the prompts to generate a new GRUB key and export it to the `/outgoing` folder.
   For export steps, see Export the GRUB key on page 225.
4. Use SFTP to copy the file from the `/outgoing` directory to your local computer.



If you need the GRUB password during recovery, you must provide the key to Tanium Support for a technician to extract the GRUB password.

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Tanium Appliance redundancy, backup, and recovery

Tanium Appliance redundancy and backup best practices and considerations

The following sections describe standard guidance for redundancy and backups. You can reference these as standard best practices. Your overall redundancy and backup strategy depends on your disaster recovery plan and the specific needs of your organization.

Use multiple layers of redundancy and backup for Tanium Appliances

Multiple layers of redundancy and backup provide multiple recovery options to recover from issues as quickly as possible:

- For resiliency in case of most hardware failures and other issues that have a limited impact, configure a Tanium Server Cluster and a standby Module Server to provide redundancy. For more information, see Use a Tanium Server cluster for redundancy on page 229 and Use a standby Module Server for redundancy on page 231.
- For fast recovery from more significant issues, use the following backup methods:
    - **Virtual Tanium Appliances and cloud-based Tanium Appliances:** Use virtual infrastructure data protection tools to create image-based backups. For more information, see Use image-based backups for backup and restoration (cloud-based Tanium Appliance or virtual Tanium Appliance only) on page 234.
    - **Physical Tanium Appliances:** Use the partition sync feature of TanOS to backup the active partition to the inactive partition. For more information, see Use partition sync for backup and restoration (physical Tanium Appliance and test-environment virtual Tanium Appliance only) on page 234.



- Tanium does not allow third-party backup agents on the Appliance. However, you can use any data protection tool provided by your hypervisor, your cloud provider, or a third party that performs image-based backups.
- Though partition sync is available on virtual Tanium Appliances, it is intended to be used only in a virtual environment that replicates a physical Appliance Array for testing purposes. The partition sync feature is not recommended as a backup solution for production virtual Tanium Appliances.

- For recovery from database-related issues, use *core backups* in TanOS. Perform a core backup of the active Module Server daily. If you choose not to perform a daily comprehensive backup of the primary Tanium Server, perform a core backup daily. For more information, see Use core and comprehensive backups for backup and restoration on page 238.

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NOTE

- Core backups do not require stopping Tanium Server or Module Server services.
- Database restoration from core backups requires assistance from Tanium Support.
- On virtual Tanium Appliances or cloud-based Tanium Appliances that are protected by a virtual infrastructure data protection tool, core backups are optional.

- As a last line of defense for disaster recovery, use *comprehensive backups* in TanOS. Use a comprehensive recovery bundle to perform a full restoration of the TanOS and Tanium environment.
  - **Tanium Server:** Perform a comprehensive backup of the primary Tanium Server daily or weekly.

    NOTE

    - Comprehensive backups do not require stopping Tanium Server services.
    - The comprehensive backup includes the Tanium Server Downloads directory, which can be large. If disk space on your backup server is a concern, you might choose to run the comprehensive backup once weekly.

  - **Module Server:** Perform a comprehensive backup of the active Module Server weekly.

    NOTE

    - The comprehensive backup stops all Tanium Module Server services. Make sure to run the backup during an appropriate maintenance window.

  For more information, see Use core and comprehensive backups for backup and restoration on page 238.

NOTE

On virtual Tanium Appliances or cloud-based Tanium Appliances that are protected by a virtual infrastructure data protection tool, comprehensive backups are optional.

Define a disaster recovery plan

Tanium recommends that you define a disaster recovery (DR) plan early during deployment. The restoration and backup options that fit your disaster recovery plan vary depending on your specific needs and requirements.

To properly define a DR plan, define specific restore time objectives (RTO) and restore point objectives (RPO).

- **RPO**: The expected point of recovery. For example, an RPO of 1 month means recovery point within 30 days of the time of failure.
- **RTO**: What is the amount of downtime that is acceptable to recover the system.

Your schedule for each type of backup and the versions or copies of each type of backup that you store depend on your RPO and RTO.

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Additional best practices

- Perform a partition sync on a physical Tanium Appliance or make sure that you have a recent image-based backup on a cloud-based Tanium Appliance or virtual Tanium Appliance before any major changes, including TanOS upgrades and Tanium Core Platform upgrades.
- Use any additional options for disaster recovery and redundancy that are provided by your cloud provider (for cloud-based Tanium Appliances) or your hypervisor or data center environment (for virtual Tanium Appliances).
- For better resiliency in a cloud-based environment, separate Tanium Server, Tanium Module Server, and Tanium Zone Server Appliances between two zones so that each zone contains each Appliance type.

Considerations after a recovery

- Make sure to update the DNS records in your domain configuration for any Appliances that have new IP addresses after a recovery. For the specific steps, review the documentation from your domain provider.
- Perform any configuration that was not included in the restoration. For example, after a restoration from a comprehensive recovery bundle, you must reconfigure the items listed in Items excluded from backups on page 240.
- After you perform any type of recovery, test the functionality of the Tanium solutions in your environment. Some solutions have settings that might need be changed if server addresses change. For more information, see the user guide for each solution. For example, if you perform a Module Server failover or recover a Module Server with a new IP address, and the **Fully Qualified Domain Name** configured for the Module Server in the **Endpoint Connection** settings for Direct Connect is set to only the IP address of the old Module Server, you must update that setting in Direct Connect before you can connect to an endpoint using Direct Connect functionality. (For more information about that specific setting, see Tanium Direct Connect User Guide: Configure Endpoint Connection settings.)

Use a Tanium Server cluster for redundancy

You can configure Tanium Appliances into a Tanium cluster, where the Tanium Server is active-active, and the database component is active-passive. The Tanium Servers read and write to the database located on the primary Tanium Server Appliance.

- The *primary Server* is the Server that hosts the read/write database.
- The *secondary Server* contains a read-only database that replicates from the database on the primary Server.

For information about how to set up a Tanium cluster, see Configuring a Tanium cluster on page 99. For information about managing database replication, see Manage a Tanium cluster on page 203.

Testing a planned Tanium Server failover

As part of a planned failover exercise, you might want to failover to your secondary Appliance and then fail back.



Before you begin any planned failover activities, check that database replication is healthy by running a health check (3 -5) on both Appliances.

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In the following scenario, TS1 is a TanOS Appliance with the primary database and TS2 is a TanOS Appliance with a replicated database from TS1.

1. Follow the planned failover steps:
    - On TS1, stop the Tanium Server service (2-1-*<line number of* `taniumserver` *service>*-2).
    - On TS2, initialize database failover (2-B-F).
    - On TS1, reinitialize replication (2-B-E).
2. Follow the planned failback steps:
    - On TS2, stop the Tanium Server service (2-1-*<line number of* `taniumserver` *service>*-2).
    - On TS1, initialize database failover (2-B-F).
    - On TS2, reinitialize replication (2-B-E).

Recover a failed member of a redundant TS cluster

If you have a Tanium cluster set up with multiple Tanium Servers, you can perform the following steps to recover the cluster.

PREREQUISITES

- One member of the cluster must be in good working order.
- Replication and communication must be healthy within the cluster prior to failure.

(PRIMARY SERVER FAILURE ONLY) INITIATE THE DATABASE SERVER FAILOVER

If the primary Tanium Server is down, you must perform the following steps to restore Tanium functionality:

1. Sign in to the TanOS console of the Appliance with the secondary database as a user with the `tanadmin` role.
2. Enter 2-B-F (Tanium Operations > Cluster Configuration > Database Server Failover).
3. Follow the prompts to initiate the failover.

This procedure promotes this Tanium Server to primary. Deploy a new secondary Server by following the steps in Restore a secondary Tanium Server on page 230.

RESTORE A SECONDARY TANIUM SERVER

If your secondary Tanium Server is no longer available and your environment is operational but in a state of reduced redundancy, perform the following steps to restore a secondary Tanium Server to the cluster:

1. Set up a new Appliance. For more information, see Getting started with the Tanium Appliance on page 40.
2. Perform the initial configuration for the new Appliance:
    - For a physical Tanium Appliance, see Completing the initial setup (physical Tanium Appliance) on page 52.
    - For a virtual Tanium Appliance, see Completing the initial setup (virtual Tanium Appliance) on page 67.
    - For a cloud-based Tanium Appliance, see Completing the initial setup (cloud-based Tanium Appliance) on page 81.

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Use the same FQDN and IP address as the backup to prevent extra steps during restoration.

3. Add the newly configured Appliance to the Array. For more information, see Add members to the Array on page 98.
4. Assign the Appliance the Tanium Server role and install new roles. For more information, see Assign roles on page 99 and Install Tanium roles on page 101.



Make sure that you match the platform version of the primary Server.

5. In a web browser, Sign in to Tanium Console on the new Appliance and reimport all modules to ensure they match the same version as the primary Tanium Server. Be careful not to accidentally upgrade modules on the secondary Tanium Server. After each module import, verify that the module loads and that service accounts and other settings are restored.
6. Manually reconfigure TanOS settings and backup schedules as necessary.

If you are using an LDAPS or StartTLS configuration, the configuration and stored root CA certificates are automatically copied to the new secondary Tanium Server when you add it to the Array and install the role.

7. Verify the deployment on the new Appliance. For more information, see Tanium Core Platform User Guide for Windows Deployments: Verifying the deployment.

Use a standby Module Server for redundancy

If you add two Module Servers to an Appliance Array, you can schedule a Module Server sync to use the second Module Server as a standby. For information about managing synchronization of the secondary Module Server, see Manage the standby Module Server on page 205.

Test a planned Module Server failover or recover a failed Module Server with a standby Module Server

Perform the following procedure to test a planned Module Server failover or to recover a failed Module Server with a standby Module Server and provide a new standby Module Server.

PREREQUISITES

- The most recent TMS sync must be successful and meet your RPO.

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PREPARE FOR PROMOTION OF THE STANDBY MODULE SERVER

1. Sign in to the standby Module Server Appliance as a user with the `tanadmin` role and perform a health check (3-5). Resolve any issues presented in the health check. For more information, see Run the Health Check on page 298.
2. If you are testing or otherwise conducting a planned failover in which both Module Servers are still operational, perform the following additional steps:
   a. Sign in to the active Module Server Appliance as a user with the `tanadmin` role and perform a health check (3-5). Resolve any issues presented in the health check. For more information, see Run the Health Check on page 298.
   b. On the active Module Server Appliance, review the Module Server sync status (2-D), and verify that the **Role** is `Active sync (source)` and the **Database Replication** status is `Active (streaming)`.
   c. On the standby Module Server Appliance, review the Module Server sync status (2-D), and verify that the **Role** is `Standby (target)` and the **Database Replication** status is `Active (streaming)`.
   d. On the active Module Server Appliance, perform a Module Server sync (2-D-4), and then verify that the **Last file sync status** is `OK` with the expected time stamp.

PROMOTE THE STANDBY MODULE SERVER TO ACTIVE

1. Sign in to the Tanium Server Appliance as a user with the `tanadmin` role.
2. Enter 2-A (Tanium Operations > Configure Module Server(s)).
3. Enter P to **Promote TMS**.
4. Enter the line number of the standby Module Server that you want to promote.
5. Enter the administrative user name for the web-based Tanium Console. This is different from TanOS console tanadmin users.
6. Enter the password for the Tanium Console administrative user and press **Enter**.



After you perform this procedure, the formerly standby Module Server becomes active and registered with the Tanium Server, but Module Server sync is not configured, and the newly non-active Module Server is not automatically a standby Module Server, even if it was still operational (such as during a failover test). You will reconfigure Module Server sync in a later step.

MAKE SURE PLUGIN SCHEDULES ARE IN PLACE AND PERFORM STANDARD CHECKOUT STEPS

1. Import, reimport, or upgrade a module. You can safely upgrade modules in this state.
2. Make sure modules can load without errors.
3. Make sure package files are cached.
4. Make sure packages, sensors, users, computer groups, and other objects are restored.

Your environment is now fully operational with a single, active Module Server.

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(TESTING OR PLANNED FAILOVER ONLY) REASSIGN SYNC ROLES

If you are testing or otherwise conducting a planned failover in which both Module Servers are still operational, reassign sync roles to re-enable Module Server sync on the existing Module Servers:

1. Sign in to the Tanium Server Appliance as a user with the `tanadmin` role.
2. Enter `2`-`A`-`S` (Tanium Operations > Configure Module Server(s)). > Assign TMS Sync Role
3. Enter the number of the newly active Module Server, and then enter `S` to enable TMS sync with the active Module Server as a source.
4. Enter the number of the newly non-active Module Server, and then enter `T` to enable TMS sync with the non-active Module Server as a target.
5. Restart the module services on the newly active Module Server.
    a. Sign in to the newly active Module Server Appliance as a user with the `tanadmin` role.
    b. Enter `2`-`1` (Tanium Operations > Tanium Service Control).
    c. For each module service, enter the line number of the service, and then enter `3` to restart it. For more information, see Start, stop, and restart Tanium services on Tanium Appliances on page 194.
    d. Make sure modules can load without errors and that module functions work, such as importing assets.

(FAILED MODULE SERVER ONLY) REPLACE FAILED MODULE SERVER

If you are replacing a failed Module Server, remove the failed Module Server and deploy a new Module Server to be configured as a standby.

1. Remove the failed Module Server:
    a. Sign in to the Tanium Server Appliance as a user with the `tanadmin` role.
    b. Enter `1`-`M` (Tanium Installation > Appliance Array).
    c. Enter the number of the failed Module Server.
    d. Enter `D` to delete the Module Server from the array.
2. Deploy a new Appliance:
    - For a physical Tanium Appliance, see Completing the initial setup (physical Tanium Appliance) on page 52.
    - For a virtual Tanium Appliance, see Completing the initial setup (virtual Tanium Appliance) on page 67.
    - For a cloud-based Tanium Appliance, see Completing the initial setup (cloud-based Tanium Appliance) on page 81.
3. Add the Appliance to the Array. For more information, see Add members to the Array on page 98.
4. Assign the Appliance the Tanium Module Server role and install new roles. For more information, see Assign roles on page 99 and Install Tanium roles on page 101.

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SCHEDULE MODULE SERVER SYNC AND OPTIONALLY PERFORM A FAILBACK

1. Schedule a Module Server sync to use the newly non-active or newly installed Module Server as a standby. For more information, see Schedule sync jobs on page 205.
2. (Optional) If you are testing, perform a failback by completing the steps in this section again with the Module Servers reversed.

Use image-based backups for backup and restoration (cloud-based Tanium Appliance or virtual Tanium Appliance only)

On a cloud-based Tanium Appliance or virtual Tanium Appliance, use virtual infrastructure data protection tools to create image-based backups. Though Tanium does not allow third party backup agents on the Appliance, you can use any data protection tool to perform image-based backups that is provided by your hypervisor, your cloud provider, or a third party. On a cloud-based Tanium Appliance or virtual Tanium Appliance, perform an image-based backup before you upgrade TanOS or Tanium Core Platform, so that you have an alternate partition in case issues occur during the upgrade process.



Produce image-based backups of the Tanium Server and Module Server from snapshots taken at the same time.

Restore TanOS using a VM image (cloud-based Tanium Appliance or virtual Tanium Appliance only)

These steps are only available for cloud-based Tanium Appliances or virtual Tanium Appliances as these steps require an available image for restoration.

PREREQUISITES

- A known good image.
- The restore point must have Tanium Module Server and Tanium Server images that are at the same time.

STEPS

1. Turn off all Appliances (Tanium Server, Tanium Module Server).
2. Restore the Appliances to the image or snapshot state.
3. Start the Tanium Servers first, followed by the Tanium Module Server.

Use partition sync for backup and restoration (physical Tanium Appliance and test-environment virtual Tanium Appliance only)

On a physical Tanium Appliance or virtual Tanium Appliance, TanOS can have a primary and secondary partition. The primary partition is by default the active partition, on which TanOS runs, and when the secondary partition is present, it is by default the inactive partition, available in case of failover or troubleshooting. A physical Tanium Appliance contains both partitions by default.

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A partition sync is a backup procedure that uses the rsync utility to copy the active partition to the inactive partition, and it provides the quickest way to restore to a known good restore point. On a physical Tanium Appliance, perform a partition sync before you upgrade TanOS or Tanium Core Platform, so that you have an alternate partition in case issues occur during the upgrade process. You can also use the inactive partition if the active partition fails to boot. During the TanOS boot process, you have the option to select the inactive partition if needed.

NOTE

- Though partition sync is available on virtual Tanium Appliances, it is intended to be used only in a virtual environment that replicates a physical Appliance Array for testing purposes. The partition sync feature is not recommended as a backup solution for production virtual Tanium Appliances.
- A virtual Tanium Appliance contains only one partition by default. Appliances with only one partition do not contain the option to perform a partition sync. You can add a secondary partition to perform a partition sync. For more information, see Enable alternate partitions (test-environment virtual Tanium Appliance only) on page 235.

Manage partitions

ENABLE ALTERNATE PARTITIONS (TEST-ENVIRONMENT VIRTUAL TANIUM APPLIANCE ONLY)

A virtual Tanium Appliance contains only one partition set by default. Before you perform a partition sync, you must enable an alternate (inactive) partition.

NOTE

On a virtual Tanium Appliance, the option to enable partitions appears only if you have a single partition.

CAUTION

Enabling an alternate partition is a long-running operation. This operation performs an initial partition sync, which may take a long time depending on the configuration of your storage subsystem.

1. If needed, modify the virtual image to add disk storage.

   CAUTION

   This action is not reversible. Storage that you add to the Appliance is permanently allocated. Do not attempt to remove disk storage from an Appliance, as the Appliance becomes unusable.

2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `B` (Appliance Maintenance).
4. Enter `E` and follow the prompts to enable alternate partitions.
   If your virtual Tanium Appliance does not have enough space to enable the alternate partition, the TanOS console displays the minimum amount of space needed.

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DISABLE ALTERNATE PARTITIONS (VIRTUAL TANIUM APPLIANCE ONLY)

Use this option on virtual Tanium Appliances to remove the alternate (inactive) partition set. Use this option if you do not need the alternate partition. After you remove the alternate partition set, you can allocate the unused storage to the primary partition of the Appliance.



- Do not disable the alternate partition set with the intent to reclaim disk storage for the host computer or other virtual machines. Disk storage on the Appliance is permanently allocated, and space from alternate partitions can be reallocated only to the primary partition of the Appliance. Do not attempt to remove disk storage from an Appliance, as the Appliance becomes unusable.
- Disabling an alternate partition used for a partition sync removes the partition sync backup.



A virtual Tanium Appliance contains only one partition by default. This menu option appears only if you have enabled an alternate partition.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B` (Appliance Maintenance).
3. Enter `D` and follow the prompts to remove all alternate partitions.

Use the Increase storage on page 274 option to reallocate the storage from the deleted partition set.

BOOT FROM THE ACTIVE OR INACTIVE PARTITION

When the Tanium Appliance boots, you are prompted to select a partition. Your choices are **TanOS Active** and, if an inactive partition is present, **TanOS Inactive**.

- The **TanOS Active** option boots into the *active partition*. By default, the primary partition is the active partition.
- The **TanOS Inactive** option boots into the *inactive partition*. By default, the secondary partition is the inactive partition.

Perform a partition sync

In an Array, start the partition sync on the primary Appliance only. The Array automatically performs the sync on all other Servers in the Array.



- Though partition sync is available on virtual Tanium Appliances, it is intended to be used only in a virtual environment that replicates a physical Appliance Array for testing purposes. The partition sync feature is not recommended as a backup solution for production virtual Tanium Appliances.

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NOTE

- A virtual Tanium Appliance contains only one partition by default. Appliances with only one partition do not contain the option to perform a partition sync. You can add a secondary partition to perform a partition sync. For more information, see Enable alternate partitions (test-environment virtual Tanium Appliance only) on page 235.

IMPORTANT

To protect data consistency, the partition sync job disables (shuts down) the Tanium Server, Tanium database server, and other related services for the duration of the partition sync. Make sure to perform a partition sync at a time that does not disrupt solution processes.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`1`-`P` (Appliance Maintenance > Backup > Partition Sync).
3. Follow the prompts to complete the backup. After the partition sync completes, TanOS displays a message indicating whether the sync was successful or encountered errors.

IMPORTANT

If the partition sync encounters errors, resolve any issues before attempting a TanOS or Tanium Core Platform upgrade. TanOS alerts you if the most recent partition sync was unsuccessful when you attempt an upgrade.

For information about how to change the active partition to the inactive partition, see Perform a partition swap to restore TanOS from a partition sync on page 237.

Perform a partition swap to restore TanOS from a partition sync

IMPORTANT

If you are performing a partition swap on all Appliances, start with all Tanium Servers followed by the Tanium Module Servers.

PREREQUISITES

- A previous partition sync that is within your RPO
- The password that was used on the previous partition sync (if the TanOS password was changed after partition sync)
- Access to a user with the `tanadmin` role

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STEPS

1. Sign in to the TanOS console as a user with the `tanadmin` role. Make sure the Appliance is booted to the primary partition in normal mounting mode.
2. Initiate a partition swap (`A-X-3`). TanOS automatically reboots.

   NOTE

   When you change the active partition, the partition that was set as the inactive partition becomes the active partition, and the partition that was set as the active partition becomes the inactive partition. For example, in the default configuration, the primary partition is the active partition and the secondary partition is the inactive partition. After you change the active partition, the secondary partition becomes the active partition and the primary partition becomes the inactive partition.

3. Boot into the **TanOS Active** partition.
4. Perform a partition sync (`B-1-P`). This syncs your secondary partition (which is active) to your primary partition (inactive).

   IMPORTANT

   Changes on the primary partition are overwritten.

5. If necessary, repeat these steps for all Tanium Servers and Tanium Module Servers in the Array.

Use core and comprehensive backups for backup and restoration

Core backups and comprehensive backups produce recovery bundles that help rebuild the Appliance Array and the Tanium environment in the event of major issues.

IMPORTANT

Store backup files in a location that is protected from unauthorized access,and protect them from intentional and accidental modification. A modified or corrupted backup file could cause the restoration to fail or leave the restored system in an unstable or insecure state.

BEST PRACTICE

Regularly perform core and comprehensive backups for protection from major issues, but for the fastest recovery from minor incidents or misconfigurations, use redundancy, partition sync (for physical and virtual Tanium Appliances), and snapshots or other image backups (for cloud-based or virtual Tanium Appliances). For more information, see Tanium Appliance redundancy and backup best practices and considerations on page 227.

- A **comprehensive backup** produces a *comprehensive recovery bundle*, which includes the full set of files that are necessary to recover a Tanium Core Platform Server. With assistance from Tanium, you can fully restore TanOS and the complete Tanium environment from this backup.

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IMPORTANT

A comprehensive backup stops services on the Tanium Module Server to capture the module data. During this time, users can still access Tanium and ask questions, but the module workbenches are unavailable until the backup completes. A comprehensive backup also backs up significantly more data than a core backup. Performing this backup on secondary Servers minimizes the impact of the backup on performance and avoids downtime in most cases.

- A **core backup** produces a *core recovery bundle*, which includes essential files to restore a Tanium Server or Module Server to the point that Tanium Clients can register. It omits the Tanium Server downloads used by custom packages and file data from Tanium modules. Because this backup does not require stopping Tanium services and it backs up less data, the performance impact is minimal.

  NOTE

  Database restoration from core backups requires assistance from Tanium Support.

The following tables detail the contents of each recovery bundle:

Contents of core and comprehensive backups on a Tanium Server or Zone Server

Contents	Included in Core Backup	Included in Comprehensive Backup
Appliance, Array and network settings	✓	✓
LDAP database contents (locally managed Tanium accounts)	✓	✓
Critical Tanium Server or Tanium Zone Server configuration and key material	✓	✓
LDAP and root CA certificates	✓	✓
Tanium Server database contents	✓	✓
Tanium Server downloads	✗	✓

Contents of core and comprehensive backups on a Module Server

Contents	Included in Core Backup	Included in Comprehensive Backup
Appliance, Array and network settings	✓	✓
Critical Tanium Module Server configuration and key material	✓	✓
LDAP and root CA certificates	✓	✓
Module Server database contents	✓	✓

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Contents of core and comprehensive backups on a Module Server (continued)

Contents	Included in Core Backup	Included in Comprehensive Backup
File data from Tanium modules	✗	✓

Items excluded from backups

Certain items are excluded from backups:

- Generally, any TanOS configuration that is specific to that Appliance. This includes:
  - Auth key file (SSH keys)
  - FQDN, IP, routes
- TanOS local user accounts and their account policies (such as password policy)
- Scheduled jobs (such as backups)

You can transfer the backup file to a remote location using SCP, or copy the backup into the `/outgoing` directory for manual collection.

Sample contents of a core recovery bundle

```
$ ls -laR
total 40
drwxr-xr-x@ 12 john.doe  staff   384 Nov  2 14:18 .
drwxrwxrwx@ 45 john.doe  staff  1440 Nov  2 14:17 ..
-rw-r--r--@  1 john.doe  staff  6148 Nov  2 14:19 .DS_Store
-rw-r--r--@  1 john.doe  staff  2238 Nov  2 14:05 README.txt
drwxr-xr-x  11 john.doe  staff   352 Nov  2 14:18 TaniumServer
drwxr-xr-x   4 john.doe  staff   128 Nov  2 14:18 TaniumZoneServer
drwxr-xr-x  13 john.doe  staff   416 Nov  2 14:06 config
drwxr-xr-x   3 john.doe  staff    96 Nov  2 14:05 database
-rwxr-xr-x   1 john.doe  staff  1493 Nov  2 14:05 decrypt-payload.sh
drwxr-xr-x   5 john.doe  staff   160 Nov  2 14:05 enc_ssl
-rw-r--r--   1 john.doe  staff  1067 Nov  2 14:06 manifest.txt

./TaniumServer:
total 288
drwxr-xr-x  11 john.doe  staff    352 Nov  2 14:18 .
drwxr-xr-x@ 11 john.doe  staff    352 Nov  2 14:24 ..
drwxr-x---   4 john.doe  staff    128 Nov  2 10:31 Backup
```

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```
-r--------   1 john.doe  staff   1111 Oct  9 14:55 SOAPServer.crt
-r--------   1 john.doe  staff   1704 Oct  9 14:55 SOAPServer.key
drwxr-x---   5 john.doe  staff    160 Oct 24 18:10 content_public_keys
-rw-r-----   1 john.doe  staff  90112 Nov  2 14:05 pki.db
-rw-r-----   1 john.doe  staff  20480 Nov  2 10:31 server.db
-rw-r-----   1 john.doe  staff    158 Oct  9 14:55 tanium.pub
-rw-r-----   1 john.doe  staff  20480 Oct  9 14:55 tdownloader.db
-rw-r-----   1 john.doe  staff   1133 Oct  9 15:01 trusted-module-servers.crt

./TaniumServer/Backup:
total 352
drwxr-x---   4 john.doe  staff    128 Nov  2 10:31 .
drwxr-xr-x  11 john.doe  staff    352 Nov  2 14:18 ..
-rw-r-----   1 john.doe  staff  90112 Nov  2 10:31 pki-backup.db
-rw-r-----   1 john.doe  staff  90112 Oct  9 15:12 pki.db

./TaniumServer/content_public_keys:
total 0
drwxr-x---   5 john.doe  staff  160 Oct 24 18:10 .
drwxr-xr-x  11 john.doe  staff  352 Nov  2 14:18 ..
drwxr-x---   3 john.doe  staff   96 Nov  2 10:31 console
drwxr-x---   3 john.doe  staff   96 Nov  2 10:31 content
drwxr-x---   3 john.doe  staff   96 Nov  2 10:31 manifest

./TaniumServer/content_public_keys/console:
total 8
drwxr-x---  3 john.doe  staff   96 Nov  2 10:31 .
drwxr-x---  5 john.doe  staff  160 Oct 24 18:10 ..
-r--r-----  1 john.doe  staff  586 Oct 24 18:10 console-release.pub

./TaniumServer/content_public_keys/content:
total 8
drwxr-x---  3 john.doe  staff   96 Nov  2 10:31 .
drwxr-x---  5 john.doe  staff  160 Oct 24 18:10 ..
-r--r-----  1 john.doe  staff  586 Oct 24 18:10 content-release.pub

./TaniumServer/content_public_keys/manifest:
total 8
drwxr-x---  3 john.doe  staff   96 Nov  2 10:31 .
drwxr-x---  5 john.doe  staff  160 Oct 24 18:10 ..
-r--r-----  1 john.doe  staff  586 Oct 24 18:10 manifest-release.pub
```

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```
./TaniumZoneServer:
total 208
drwxr-xr-x   4 john.doe  staff    128 Nov  2 14:18 .
drwxr-xr-x@ 11 john.doe  staff    352 Nov  2 14:24 ..
-rw-r-----   1 john.doe  staff  86016 Nov  2 14:05 pki.db
-rw-r-----   1 john.doe  staff  20480 Nov  2 10:31 zoneserver.db

./config:
total 104
drwxr-xr-x  13 john.doe  staff   416 Nov  2 14:06 .
drwxr-xr-x@ 11 john.doe  staff   352 Nov  2 14:24 ..
-rw-r--r--   1 john.doe  staff    36 Nov  2 14:06 .tanium-user-key-encryption.key
-rw-r--r--   1 john.doe  staff   171 Nov  2 14:05 TaniumServer-TDL-config.txt
-rw-r--r--   1 john.doe  staff   994 Nov  2 14:05 TaniumServer-config.txt
-rw-r--r--   1 john.doe  staff   122 Nov  2 14:05 TaniumZoneServer-config.txt
-r-xr-xr-x   1 john.doe  staff  8041 Nov  2 14:05 Appliance_array.json
drwxr-xr-x   3 john.doe  staff    96 Nov  2 14:06 certs
-rw-r--r--   1 john.doe  staff  1299 Nov  2 14:05 fstab
-rw-r--r--   1 john.doe  staff   126 Nov  2 14:05 ifcfg-ens160
-rw-r--r--   1 john.doe  staff    78 Nov  2 14:05 ifcfg-lo
-rw-r--r--   1 john.doe  staff  4701 Nov  2 14:06 slapd.ldif
-rw-r--r--   1 john.doe  staff  4563 Nov  2 14:05 tanos_environment

./config/certs:
total 0
drwxr-xr-x   3 john.doe  staff   96 Nov  2 14:06 .
drwxr-xr-x  13 john.doe  staff  416 Nov  2 14:06 ..
drwxr-xr-x   3 john.doe  staff   96 Nov  2 14:06 root

./config/certs/root:
total 16
drwxr-xr-x  3 john.doe  staff    96 Nov  2 14:06 .
drwxr-xr-x  3 john.doe  staff    96 Nov  2 14:06 ..
-rw-r--r--  1 john.doe  staff  7732 Nov  2 14:06 redhat-uep.pem

./database:
total 7360
drwxr-xr-x   3 john.doe  staff       96 Nov  2 14:05 .
drwxr-xr-x@ 11 john.doe  staff      352 Nov  2 14:24 ..
-rw-r--r--   1 john.doe  staff  3764562 Nov  2 14:06 tsdb.pgdump

./enc_ssl:
```

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```
total 16
drwxr-xr-x   5 john.doe  staff  160 Nov  2 14:05 .
drwxr-xr-x@ 11 john.doe  staff  352 Nov  2 14:24 ..
-rw-r--r--   1 john.doe  staff   33 Nov  2 14:05 iv.txt
drwxr-xr-x   3 john.doe  staff   96 Nov  2 14:05 pubkeys
-rw-r--r--   1 john.doe  staff  384 Nov  2 14:05
symmetric.enc.24cc7840d640bbcc6a15a756c49428e50323c2d9

./enc_ssl/pubkeys:
total 8
drwxr-xr-x  3 john.doe  staff   96 Nov  2 14:05 .
drwxr-xr-x  5 john.doe  staff  160 Nov  2 14:05 ..
-rw-r--r--  1 john.doe  staff  624 Nov  2 14:05
24cc7840d640bbcc6a15a756c49428e50323c2d9.pub
```

Sample contents of a comprehensive recovery bundle

```
$ ls -laR
total 40
drwxr-xr-x@ 11 john.doe  staff   352 Nov  2 14:31 .
drwxrwxrwx@ 46 john.doe  staff  1472 Nov  2 14:29 ..
-rw-r--r--@  1 john.doe  staff  6148 Nov  2 14:30 .DS_Store
-rw-r--r--   1 john.doe  staff  2238 Nov  2 14:06 README.txt
drwxr-xr-x  12 john.doe  staff   384 Nov  2 14:31 TaniumServer
drwxr-xr-x   4 john.doe  staff   128 Nov  2 14:31 TaniumZoneServer
drwxr-xr-x  13 john.doe  staff   416 Nov  2 14:06 config
drwxr-xr-x   3 john.doe  staff    96 Nov  2 14:06 database
-rwxr-xr-x   1 john.doe  staff  1493 Nov  2 14:06 decrypt-payload.sh
drwxr-xr-x   5 john.doe  staff   160 Nov  2 14:06 enc_ssl
-rw-r--r--   1 john.doe  staff  1090 Nov  2 14:07 manifest.txt

./TaniumServer:
total 288
drwxr-xr-x   12 john.doe  staff    384 Nov  2 14:31 .
drwxr-xr-x@  11 john.doe  staff    352 Nov  2 14:31 ..
drwxr-x---    4 john.doe  staff    128 Nov  2 10:31 Backup
drwxr-x---  999 john.doe  staff  31968 Nov  2 11:59 Downloads
-r--------    1 john.doe  staff   1111 Oct  9 14:55 SOAPServer.crt
-r--------    1 john.doe  staff   1704 Oct  9 14:55 SOAPServer.key
drwxr-x---    5 john.doe  staff    160 Oct 24 18:10 content_public_keys
```

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```
-rw-r-----    1 john.doe  staff  90112 Nov  2 14:05 pki.db
-rw-r-----    1 john.doe  staff  20480 Nov  2 10:31 server.db
-rw-r-----    1 john.doe  staff    158 Oct  9 14:55 tanium.pub
-rw-r-----    1 john.doe  staff  20480 Oct  9 14:55 tdownloader.db
-rw-r-----    1 john.doe  staff   1133 Oct  9 15:01 trusted-module-servers.crt

./TaniumServer/Backup:
total 352
drwxr-x---   4 john.doe  staff    128 Nov  2 10:31 .
drwxr-xr-x  12 john.doe  staff    384 Nov  2 14:31 ..
-rw-r-----   1 john.doe  staff  90112 Nov  2 10:31 pki-backup.db
-rw-r-----   1 john.doe  staff  90112 Oct  9 15:12 pki.db

./TaniumServer/Downloads:
total 1815088
drwxr-x---  999 john.doe  staff      31968 Nov  2 11:59 .
drwxr-xr-x   12 john.doe  staff        384 Nov  2 14:31 ..
-rw-r-----    1 john.doe  staff         56 Nov  2 11:50
005a3cd39f819b3392cc39f99e62f7831c1011c95d971f9
c23d8cbadc00642a9
-rw-r-----    1 john.doe  staff      15738 Nov  2 11:59
00dbf6a76715a7c3d4005b7ca451d23985a6e060300b241
29f7a7933c73a3fb1
-rw-r-----    1 john.doe  staff       4068 Nov  2 11:29
027e5bf6248a58f3f73e6f51a72bd9e0d21cf6de75c6e6c
f27ead0b62514fe52
drwxr-x---  281 john.doe  staff       8992 Nov  2 11:57 DownloadAttempts
-rw-r-----    1 john.doe  staff        269 Oct  9 15:08 DownloadProgress_1
-rw-r-----    1 john.doe  staff         76 Oct  9 15:08 DownloadProgress_1.modified
-rw-r-----    1 john.doe  staff        205 Oct  9 15:08 DownloadProgress_10
-rw-r-----    1 john.doe  staff        269 Nov  2 11:48 DownloadProgress_100
-rw-r-----    1 john.doe  staff         85 Nov  2 11:15 DownloadProgress_100.error
-rw-r-----    1 john.doe  staff         76 Nov  2 11:48 DownloadProgress_100.modified
-rw-r-----    1 john.doe  staff        269 Nov  2 11:48 DownloadProgress_101
-rw-r-----    1 john.doe  staff         85 Nov  2 11:15 DownloadProgress_101.error
-rw-r-----    1 john.doe  staff         76 Nov  2 11:48 DownloadProgress_101.modified
-rw-r-----    1 john.doe  staff      13461 Nov  2 11:37
a06ce519c0b087489a32c4d4cac24fbc914ec7ca085b0dc
a53fd49a222e5cf1d
-rw-r-----    1 john.doe  staff      99192 Nov  2 11:56
a0cfcbfcfbf9d28f07e10c209df01b35e48e65ab77b3985
eb30eb74b7112f0e6
```

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```
-rw-r-----    1 john.doe  staff        262 Nov  2 11:37
a144a623d5d8019c8628d020189a74df67d4a06c5d43bf8
b3f9dbbf70f9bf4f7
-rw-r-----    1 john.doe  staff  102047744 Nov  2 11:18 tdl-crls.db
drwxr-x---    2 john.doe  staff         64 Nov  2 11:59 tmp
-rw-r-----    1 john.doe  staff         68 Nov  2 10:31 upload_hosts.txt

./TaniumServer/Downloads/DownloadAttempts:
total 2232
drwxr-x---  281 john.doe  staff   8992 Nov  2 11:57 .
drwxr-x---  999 john.doe  staff  31968 Nov  2 11:59 ..
-rw-r-----    1 john.doe  staff    257 Oct  9 15:08 1.json
-rw-r-----    1 john.doe  staff    266 Oct  9 15:04 10.json
-rw-r-----    1 john.doe  staff    268 Oct  9 15:06 11.json
-rw-r-----    1 john.doe  staff    284 Oct  9 15:06 12.json
-rw-r-----    1 john.doe  staff    284 Oct  9 15:06 13.json
-rw-r-----    1 john.doe  staff    278 Oct  9 15:06 14.json
-rw-r-----    1 john.doe  staff    274 Oct  9 15:06 15.json
-rw-r-----    1 john.doe  staff    276 Oct  9 15:06 16.json
-rw-r-----    1 john.doe  staff    280 Oct  9 15:06 17.json
-rw-r-----    1 john.doe  staff    293 Oct  9 15:09 18.json
-rw-r-----    1 john.doe  staff    268 Oct  9 15:09 19.json
-rw-r-----    1 john.doe  staff    265 Oct  9 15:08 2.json
-rw-r-----    1 john.doe  staff    266 Oct  9 15:08 20.json
-rw-r-----    1 john.doe  staff    276 Oct  9 15:08 21.json
-rw-r-----    1 john.doe  staff    286 Oct  9 15:08 22.json
-rw-r-----    1 john.doe  staff    283 Oct  9 15:08 23.json
-rw-r-----    1 john.doe  staff    274 Oct  9 15:08 24.json
-rw-r-----    1 john.doe  staff    279 Oct  9 15:08 25.json
-rw-r-----    1 john.doe  staff    277 Oct  9 15:08 26.json
-rw-r-----    1 john.doe  staff    268 Oct  9 15:08 27.json
-rw-r-----    1 john.doe  staff    286 Oct  9 15:08 28.json
-rw-r-----    1 john.doe  staff    284 Oct  9 15:08 29.json
-rw-r-----    1 john.doe  staff    271 Oct  9 15:08 3.json
-rw-r-----    1 john.doe  staff    269 Oct  9 15:08 30.json
-rw-r-----    1 john.doe  staff    268 Oct  9 15:08 31.json
-rw-r-----    1 john.doe  staff    258 Oct  9 15:08 32.json
-rw-r-----    1 john.doe  staff    271 Oct  9 15:08 33.json
-rw-r-----    1 john.doe  staff    268 Oct  9 15:08 4.json
-rw-r-----    1 john.doe  staff    266 Oct  9 15:08 43.json
-rw-r-----    1 john.doe  staff    260 Oct  9 15:08 5.json
-rw-r-----    1 john.doe  staff    280 Oct  9 15:08 6.json
```

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```
-rw-r-----    1 john.doe  staff    276 Oct  9 15:08 7.json
-rw-r-----    1 john.doe  staff    276 Oct  9 15:08 8.json
-rw-r-----    1 john.doe  staff    263 Oct  9 15:08 9.json

./TaniumServer/Downloads/tmp:
total 0
drwxr-x---    2 john.doe  staff     64 Nov  2 11:59 .
drwxr-x---  999 john.doe  staff  31968 Nov  2 11:59 ..

./TaniumServer/content_public_keys:
total 0
drwxr-x---   5 john.doe  staff  160 Oct 24 18:10 .
drwxr-xr-x  12 john.doe  staff  384 Nov  2 14:31 ..
drwxr-x---   3 john.doe  staff   96 Nov  2 10:31 console
drwxr-x---   3 john.doe  staff   96 Nov  2 10:31 content
drwxr-x---   3 john.doe  staff   96 Nov  2 10:31 manifest

./TaniumServer/content_public_keys/console:
total 8
drwxr-x---  3 john.doe  staff   96 Nov  2 10:31 .
drwxr-x---  5 john.doe  staff  160 Oct 24 18:10 ..
-r--r-----  1 john.doe  staff  586 Oct 24 18:10 console-release.pub

./TaniumServer/content_public_keys/content:
total 8
drwxr-x---  3 john.doe  staff   96 Nov  2 10:31 .
drwxr-x---  5 john.doe  staff  160 Oct 24 18:10 ..
-r--r-----  1 john.doe  staff  586 Oct 24 18:10 content-release.pub

./TaniumServer/content_public_keys/manifest:
total 8
drwxr-x---  3 john.doe  staff   96 Nov  2 10:31 .
drwxr-x---  5 john.doe  staff  160 Oct 24 18:10 ..
-r--r-----  1 john.doe  staff  586 Oct 24 18:10 manifest-release.pub

./TaniumZoneServer:
total 208
drwxr-xr-x   4 john.doe  staff    128 Nov  2 14:31 .
drwxr-xr-x@ 11 john.doe  staff    352 Nov  2 14:31 ..
-rw-r-----   1 john.doe  staff  86016 Nov  2 14:06 pki.db
-rw-r-----   1 john.doe  staff  20480 Nov  2 10:31 zoneserver.db
```

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```
./config:
total 104
drwxr-xr-x  13 john.doe  staff   416 Nov  2 14:06 .
drwxr-xr-x@ 11 john.doe  staff   352 Nov  2 14:31 ..
-rw-r--r--   1 john.doe  staff    36 Nov  2 14:06 .tanium-user-key-encryption.key
-rw-r--r--   1 john.doe  staff   171 Nov  2 14:06 TaniumServer-TDL-config.txt
-rw-r--r--   1 john.doe  staff   994 Nov  2 14:06 TaniumServer-config.txt
-rw-r--r--   1 john.doe  staff   122 Nov  2 14:06 TaniumZoneServer-config.txt
-r-xr-xr-x   1 john.doe  staff  8041 Nov  2 14:06 Appliance_array.json
drwxr-xr-x   3 john.doe  staff    96 Nov  2 14:06 certs
-rw-r--r--   1 john.doe  staff  1299 Nov  2 14:06 fstab
-rw-r--r--   1 john.doe  staff   126 Nov  2 14:06 ifcfg-ens160
-rw-r--r--   1 john.doe  staff    78 Nov  2 14:06 ifcfg-lo
-rw-r--r--   1 john.doe  staff  4701 Nov  2 14:06 slapd.ldif
-rw-r--r--   1 john.doe  staff  4563 Nov  2 14:06 tanos_environment

./config/certs:
total 0
drwxr-xr-x   3 john.doe  staff   96 Nov  2 14:06 .
drwxr-xr-x  13 john.doe  staff  416 Nov  2 14:06 ..
drwxr-xr-x   3 john.doe  staff   96 Nov  2 14:06 root

./config/certs/root:
total 16
drwxr-xr-x  3 john.doe  staff    96 Nov  2 14:06 .
drwxr-xr-x  3 john.doe  staff    96 Nov  2 14:06 ..
-rw-r--r--  1 john.doe  staff  7732 Nov  2 14:06 redhat-uep.pem

./database:
total 7360
drwxr-xr-x   3 john.doe  staff       96 Nov  2 14:06 .
drwxr-xr-x@ 11 john.doe  staff      352 Nov  2 14:31 ..
-rw-r--r--   1 john.doe  staff  3764519 Nov  2 14:06 tsdb.pgdump

./enc_ssl:
total 16
drwxr-xr-x   5 john.doe  staff  160 Nov  2 14:06 .
drwxr-xr-x@ 11 john.doe  staff  352 Nov  2 14:31 ..
-rw-r--r--   1 john.doe  staff   33 Nov  2 14:06 iv.txt
drwxr-xr-x   3 john.doe  staff   96 Nov  2 14:06 pubkeys
-rw-r--r--   1 john.doe  staff  384 Nov  2 14:06
symmetric.enc.24cc7840d640bbcc6a15a756c49428e50323c2d9
```

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```
./enc_ssl/pubkeys:
total 8
drwxr-xr-x  3 john.doe  staff   96 Nov  2 14:06 .
drwxr-xr-x  5 john.doe  staff  160 Nov  2 14:06 ..
-rw-r--r--  1 john.doe  staff  624 Nov  2 14:06
24cc7840d640bbcc6a15a756c49428e50323c2d9.pub
```

Configure automatic core or comprehensive backups

Use TanOS to schedule automatic core and comprehensive backups for the Tanium Appliance.

After you perform the initial setup for an Appliance, a core backup is scheduled by default. The TanOS health check reports an error that automatic backups cannot complete until you set up an encryption key. To remove the error from the health check, you can either add an encryption key or disable the scheduled core backup. For more information about the TanOS health check, see Run the Health Check on page 298.

The general process to set up an automatic backup includes the following steps:

1. Add an encryption key for all backups.
2. Configure a core or comprehensive backup.
3. Test the automatic backup.
4. Schedule the automatic backup.

When you schedule an automatic backup, TanOS prompts you to select a remote host to which to save the recovery bundle. TanOS also saves the recovery bundle to the `/outgoing` directory, where you can use SFTP to download the recovery bundle.

ADD ENCRYPTION KEY FOR THE BACKUPS

Encrypt all core and comprehensive backup recovery bundles with a key pair. Encryption is required for both automatic and manual backups.

1. Use OpenSSL to generate a public/private key pair in a PEM file. Enter a passphrase when prompted.

   ```
   openssl genrsa -aes256 -out ssl-pvk.pem 3072
   ```

2. (FIPS mode only) For customers that need to decrypt backup bundles on a FIPS-enabled Appliance, encrypt your backup key using the following command:

   ```
   openssl pkcs8 -topk8 -in OLD_FILENAME.pem -v2 aes-256-cbc -out NEW_
   FILENAME.pem
   ```

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3. Extract the public key from the PEM file. Enter your passphrase when prompted.

```
openssl pkey -in ssl-pvk.pem -pubout -out ssl-pub.pem
```

4. Extract the identifier for the public key. This identifier is visible in the backup file and can be useful to find a particular public key.

```
openssl pkey -pubin -in ssl-pub.pem -outform DER | openssl dgst -sha1
```

5. Copy the contents of the `ssl-pub.pem` file (the public key) to the clipboard.
6. Sign in to the TanOS console as a user with the `tanadmin` role.
7. Enter `B`-`1` (Appliance Maintenance > Backup).
8. Enter `E`, paste the public key from the clipboard, and press **Ctrl-D**.
9. Press **Enter** to go to the **Backup** menu.
10. To test the encryption, perform a manual core backup using the steps described in Manually run a core or comprehensive backup on page 251.
    a. After the backup completes, download the recovery bundle. Note that you are not prompted to set a password.
    b. Extract the recovery bundle. The folder contains a `README.txt` file that describes how to decrypt the recovery bundle.

CONFIGURE AN AUTOMATIC BACKUP

In a new installation with a Tanium role installed, an automatic core backup is scheduled to run nightly at 2:01 AM UTC. You can edit the backup, disable the backup, or configure an automatic comprehensive backup.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`1`-`C` (Appliance Maintenance > Backup > Configure Automatic Backup).
3. Select the type of backup to configure:
    - To configure a core backup, enter `N`.
    - To configure a comprehensive backup, enter `F`.
4. Follow the prompts to enable the backup and to specify file transfer options.
    - Automatic backups always save the recovery bundles to the `/outgoing` directory for download with SFTP.
    - You can specify a username and IP address for a destination server to reach with secure copy protocol (SCP). If you set up a file transfer with SCP, copy the public SSH key of the TanOS user that you are using to configure and run the backup to the remote user's `~/.ssh/authorized_keys` file on the remote system. Ensure proper privileges on the remote system; you may need to run **CHMOD 600** on the `~/.ssh/authorized_keys` file.
      To locate a TanOS user's public SSH key to copy and store in the remote user's authorized keys file, sign in to the TanOS menu and navigate to **User Administration**`C` > **TanOS**`U` > ***user#***`` > **Key Pair**`P`. The public SSH key is presented for copying.
      The backup files are stored on the remote system at `/home/<remote user>/`.

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For information about managing TanOS user SSH keys, see Manage SSH keys for TanOS users on page 144.

TEST AN AUTOMATIC BACKUP

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`1`-`A` (Appliance Maintenance > Backup > Run Now).
3. Select the type of backup to run.
4. Verify the backup settings and enter `Yes` to run the backup.
5. Verify the backup completes successfully.
    - If the backup exports the recovery bundle to a remote server with SCP, sign in to the remote server and verify the recovery bundle exists.
    - Extract the recovery bundle. The folder contains a `README.txt` file that describes how to decrypt the recovery bundle.

SCHEDULE AN AUTOMATIC BACKUP

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`1`-`S` (Appliance Maintenance > Backup > Schedule).
3. Select the type of backup to view the schedule settings. The schedule settings include the current settings and the pending settings.
    - Enter `1` to disable the backup.
    - Enter `2` to enable the backup.
    - Enter `4` to enter the days of the month to run the backup. You can enter a date range or comma-separated days.
    - Enter `5` to enter the days of the week to run the backup. You can enter a range or comma-separated values.
    - Enter `6` to select the time to run the backup. Enter the hours and minutes in UTC time.
    - To confirm the pending settings, enter `7` to activate the settings. The active settings update to match the pending settings.



If you enter `R` and do not activate the settings, the changes do not save.

VIEW LOG FILES AFTER A BACKUP

If a backup fails, you can review the TanOS log file for additional information.

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`1`-`1`-`1` (Tanium Support Menu > Tanium Log Files > TanOS Appliance > TanOS Log).
3. Enter `V` to view the current log file, or enter the line number of a previous log file if the relevant log entries have been rotated out of the current log file.

Manually run a core or comprehensive backup



You must encrypt all backups with a key pair. Encryption is required for both automatic and manual backups. For information about how to set up encryption, see Add encryption key for the backups on page 248.

Complete the following steps to perform a manual backup of the Tanium Appliance:

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`1` (Appliance Maintenance > Backup).
3. Use the menu to create a backup:
   - Enter `N` to go to the **Backup off-box Core** menu.
   - Enter `F` to go to the **Backup off-box Comprehensive** menu.
4. Follow the prompts to confirm the backup and to specify file transfer options. You can save the backup file to the `/outgoing` directory for download with SFTP, and you can specify a username and IP address for a destination server that can be reached with secure copy protocol (SCP).
5. After the backup completes, press **Enter** to go to the **Backup** menu.

REVIEW THE TANOS LOG FILE

If a backup fails, you can review the TanOS log file for additional information.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`1`-`1`-`1` (Tanium Support Menu > Tanium Log Files > TanOS Appliance > TanOS Log).
3. Enter `V` to view the current log file, or enter the line number of a previous log file if the relevant log entries have been rotated out of the current log file.

Use a comprehensive recovery bundle to perform a full restoration of the TanOS or Tanium environment

You can perform a full restoration of the Tanium environment using a comprehensive recovery bundle.



Each environment presents unique considerations, and the restoration process may vary depending on your specific needs. A full restoration rebuilds the TanOS environment, similar to the initial setup or a migration, and it might take significant time to complete. To engage the appropriate Tanium resources for additional guidance and support during restoration, contact Tanium Support.

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To perform a limited restoration to recover from database issues using a core recovery bundle, contact Tanium Support.

PREPARE A NEW INSTALLATION FOR RESTORATION

1. If you are using any existing Appliances, reset TanOS. For more information, see Perform a TanOS reset on page 283.
2. Follow the initial configuration steps relevant to your TanOS environment for each new or reset Appliance:
   - Completing the initial setup (physical Tanium Appliance) on page 52
   - Completing the initial setup (virtual Tanium Appliance) on page 67
   - Completing the initial setup (cloud-based Tanium Appliance) on page 81

   

   Install the same version of TanOS that was installed in the environment that was backed up. If you plan to upgrade, do so only after completing the restoration.
3. Create an Appliance Array, following these specific steps:
   a. Create the Array, and add all Appliances. (Do not assign roles yet.) For more information, see Create the Array on page 98 and Add members to the Array on page 98.
   b. Assign and install roles for *only* the primary Tanium Server and active Module Server. For more information, see Assign roles on page 99 and Install Tanium roles on page 101.

   

   Install the same version of the Tanium Core Platform that was installed in the environment that was backed up. If you plan to upgrade, do so only after completing the restoration.
4. Verify the installation, including uploading your Tanium license.
5. Import your licensed solutions in Tanium Console. For more information, see Tanium Console User Guide: Managing Tanium solutions.

   

   Install a version of each solution from the same semiannual release that was installed in the environment that was backed up. If you encounter issues or need assistance obtaining the appropriate version of a solution, contact Tanium Support.

RESTORE THE MODULE SERVER

1. Use SFTP to copy the recovery bundle file backed up from the previous Module Server to the `/incoming` directory on the new Module Server Appliance.
2. Sign in to the TanOS console on the Module Server Appliance as a user with the `tanadmin` role.

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3. Enter `B-1-0` (Appliance Maintenance Menu > Backup > Restore from Backup).
4. Enter the line number of the recovery bundle to use and follow the prompts to perform the restoration.



This procedure overwrites your current configuration. Make sure you want to restore the environment to a backup before you proceed.

RESTORE THE TANIUM SERVER AND REGISTER THE RESTORED MODULE SERVER

1. Use SFTP to copy the recovery bundle file backed up from the previous Tanium Server to the `/incoming` directory on the Tanium Server Appliance.
2. Sign in to the TanOS console on the Tanium Server Appliance as a user with the `tanadmin` role.
3. Enter `B-1-0` (Appliance Maintenance Menu > Backup > Restore from Backup).
4. Enter the line number of the recovery bundle to use and follow the prompts to perform the restoration.



This procedure overwrites your current configuration. Make sure you want to restore the environment to a backup before you proceed.

5. Follow the steps in Promote the standby Module Server to active on page 232 to register the restored Module Server with the restored Tanium Server.



Even though the Module Server is currently the only one in the Array and is not a standby Module Server, these steps automatically register it with the Tanium Server.

6. Sign in to Tanium Console on the Tanium Server and verify that the Tanium environment has been restored.

RESTORE THE REMAINING ARRAY MEMBERS

1. Assign and install roles for the secondary Tanium Server, the standby Module Server, and any Zone Servers, and then complete final tasks to configure the Array. For more information, see Assign roles on page 99, Install Tanium roles on page 101, and What to do next on page 102.
2. Sign in to Tanium Console on the secondary Tanium Server and import licensed modules. For more information, see Tanium Console User Guide: Managing Tanium solutions.



If you use SNMP, the SNMP configuration settings are restored from the backup, but the SNMP service is not re-enabled. To restart the SNMP service, enter `A-5-S` (Appliance Configuration > SNMP Configuration > Set Password and Start the SNMP Service) and re-enter the SNMP password.

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VIEW THE LOG FOR THE BACKUP RESTORATION

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`1`-`1`-`10` (Tanium Support Menu > Tanium Log Files > TanOS Appliance > Backup Restore Log).
3. Enter `V` to view the current log file, or enter the line number of a previous log file if the relevant log entries have been rotated out of the current log file.

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Monitoring and maintaining the Tanium Appliance

Perform regular maintenance tasks to ensure that the Tanium Appliance infrastructure remains in good health. For maintenance tasks to be performed on a routine basis, see Perform monthly maintenance on page 256 and Perform quarterly maintenance on page 257. If an Appliance is not performing as expected, you might need to troubleshoot issues or change settings. For more information, see Tanium Appliance support and troubleshooting on page 298.

Use the **Appliance Maintenance** menu to perform most maintenance tasks, such as backups, system resets, TanOS upgrades, and system reboots or shutdowns. The **Appliance Configuration** menu contains some of the configuration options for ongoing monitoring and maintenance. The **Tanium Support** menu contains several tools to monitor status and run diagnostics.

The subsequent topics in this section provide details about the tasks to monitor and maintain the Tanium Appliance.

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Configure monitoring and perform routine maintenance for Tanium Appliances

Configure Tanium Appliance monitoring

Perform any of the following tasks to facilitate monitoring the health of your Tanium deployment and Appliance infrastructure. For example, if your organization has a syslog server or SNMP manager, you can integrate it with the Appliance for monitoring. If these monitoring solutions reveal issues that require resolution, see Tanium Appliance support and troubleshooting on page 298.

Configure TanOS alerts

TanOS can send alerts to a syslog server or to an email recipient. For optimal results, configure an SMTP email recipient. If the syslog server fails, the SMTP recipient receives a failure notification every 15 minutes until either the failure is resolved or syslog forwarding is disabled. For more information, see Configure syslog alerts on page 267.

Configure syslog forwarding

You can forward Appliance logs to a remote syslog server. The syslog forwarding configuration is separate from the syslog alert configuration. For the differences, and the steps to configure syslog forwarding, see Configure syslog forwarding on page 264.

Configure SNMP

You can configure integration with an SNMP manager to collect and analyze Appliance information. After you configure credentials, the user `tansnmp` can make a remote SNMP connection to the Appliance or to the Integrated Dell Remote Access Controller (iDRAC) interface of a physical Appliance to conduct SNMP polling from a remote host or SNMP manager. For more information, see Configuring SNMP on page 269.

Perform monthly maintenance

If these tasks reveal issues that require resolution, see Tanium Appliance support and troubleshooting on page 298.

Review the Health Check report

The Health Check report provides information on the health of the Appliance operating system, hardware, users, network, services, applications, database replication, RAID security, Postgres SSL, and virtual machine (if applicable).

1. Run the report. For more information, see Run the Health Check on page 298.
2. Review the output for actionable items, which are summarized at the end of the output.
   For example, the output might indicate that the End User License Agreement (EULA) is not accepted.

Monitor Appliance performance (optional)

For more information about running commands for viewing Appliance performance information, see the following tasks:

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- Run a SAR command on page 281 to view statistical information such as CPU load, memory paging, memory utilization, swap usage, and network input/output (I/O).
- Run the iotop command on page 282 to view I/O utilization by process.
- Run the perf top command on page 282 to view CPU usage by function.
- Run the htop command on page 282 to view detailed information about each running process, such as memory and CPU consumption. The output provides an interface whereby you can navigate among values and tabs by keyboard and mouse.

Perform quarterly maintenance

Verify the GRUB key backup

You can use the GRUB key during the boot sequence to diagnose and recover from failure conditions. During recovery, you must provide the key to Tanium Support for a technician to extract the GRUB password.

1. Verify that a backup of the latest key resides in a safe location off the Appliance.

   

   A new backup is required whenever the key password is regenerated. For more information, see Change the GRUB key password on page 226.

2. Export the key and save it in a safe location if no backup exists or if the current backup is not the latest. For more information, see Export the GRUB key on page 225.

Review and update TanOS user accounts

1. On each Appliance, review the TanOS system users to ensure that they can access the Appliance operating system and that they have the appropriate authentication settings. For example, users who authenticate through passwords must comply with the password policy of your organization. For more information, see Configure security policy rules on page 219.

   The predefined roles for TanOS system users include:

   - `tanadmin`: Users with this role can access all TanOS console menus. It is useful to have more than one `tanadmin` user in case you forget the password for the initial `tanadmin` user that is created during Appliance setup.
   - `tancopy`: Users with this role can copy files to and from the `/incoming` and `/outgoing` directories on the Appliance.
   - `tanuser`: Users with this role can access only status menus in the TanOS console.

   For more information, see Managing TanOS users on page 142.

2. Verify that the predefined `tanremote` user account is present if you configured an Integrated Dell Remote Access Controller (iDRAC) interface on the physical Appliance. The account provides remote access to the iDRAC virtual console. This is useful for diagnosing hardware and network interface issues if the TanOS system becomes unavailable. For more information, see Manage the iDRAC interface (physical Tanium Appliances only) on page 259.

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Backup overview

TanOS contains the options to perform *core* and *comprehensive* backups. Physical Tanium Appliances and virtual Tanium Appliances with inactive partitions also have the option to back up the active partition to the inactive partition. On virtual Tanium Appliances and cloud-based Tanium Appliances, you can also take a snapshot of the Appliance image. For core and comprehensive backups, you can schedule automatic backups or perform a manual backup.

For more information and steps, see Tanium Appliance redundancy, backup, and recovery on page 227.

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Manage the iDRAC interface (physical Tanium Appliances only)

Use the `tanremote` user account to sign in to the iDRAC virtual console to diagnose hardware and network interface issues in the event the TanOS system becomes unavailable. The `tanremote` user is not a TanOS user or a Tanium Console user.

Before you begin

You must use a cable to connect the iDRAC interface to your network and use TanOS to configure the iDRAC interface before you enable the `tanremote` user.

Configure the iDRAC interface

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I` (Appliance Configuration > Manage iDRAC).
3. Enter `N` and follow the prompts to configure the iDRAC interface.

Set password for the tanremote user

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I` (Appliance Configuration > Manage iDRAC).
3. Enter `P` and follow the prompts to change the password of the `tanremote` user.

Enable the tanremote user



Set the password for the `tanremote` user before you enable the user.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I` (Appliance Configuration > Manage iDRAC).
3. Enter `E` and follow the prompts to enable the `tanremote` user.

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Disable the tanremote user

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I` (Appliance Configuration > Manage iDRAC).
3. Enter `D` and follow the prompts to disable the `tanremote` user.

Close all iDRAC sessions

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I` (Appliance Configuration > Manage iDRAC).
3. Enter `C` and follow the prompts the close all iDRAC sessions.

Reset iDRAC

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I` (Appliance Configuration > Manage iDRAC).
3. Enter `K` and follow the prompts to reset the iDRAC interface.

Import a custom certificate for the iDRAC interface

You can import your own server authentication certificate and key for encrypting communication with the iDRAC interface on a Tanium Appliance.

1. Use SFTP to copy the certificate and private key files to the `/incoming` directory of the Tanium Server Appliance.

   

   - The private key file must be unencrypted.
   - You cannot import a PFX directly. To extract the necessary files, see Extract a certificate and key from a PFX file on page 261.

2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `A-A-C` (Appliance Configuration > Security > iDRAC Certificate Management).
4. Enter `1` and follow the prompts to import the iDRAC certificate file.



After you successfully import the certificate and key, delete the private key file from you local computer.

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Extract a certificate and key from a PFX file

Though you cannot use a PFX file directly to supply a certificate and key, you can extract them from the file using the OpenSSL utility.

1. Use OpenSSL to extract the certificate file. When prompted, enter the passphrase that was used to encrypt the PFX file.

   ```
   openssl pkcs12 -in mycert.pfx -nokeys -out idracpublic.pem
   ```

2. Use OpenSSL to extract the encrypted private key. When prompted, enter the passphrase that was used to encrypt the PFX file and a new password to temporarily encrypt the private key.

   ```
   openssl pkcs12 -in mycert.pfx -nocerts -out idracprivateencrypted.key
   ```

3. Decrypt the private key. When prompted, enter the passphrase that you used to encrypt the private key file in the previous step.

   ```
   opensslrsa -in idracprivateencrypted.key -out idracprivate.key
   ```

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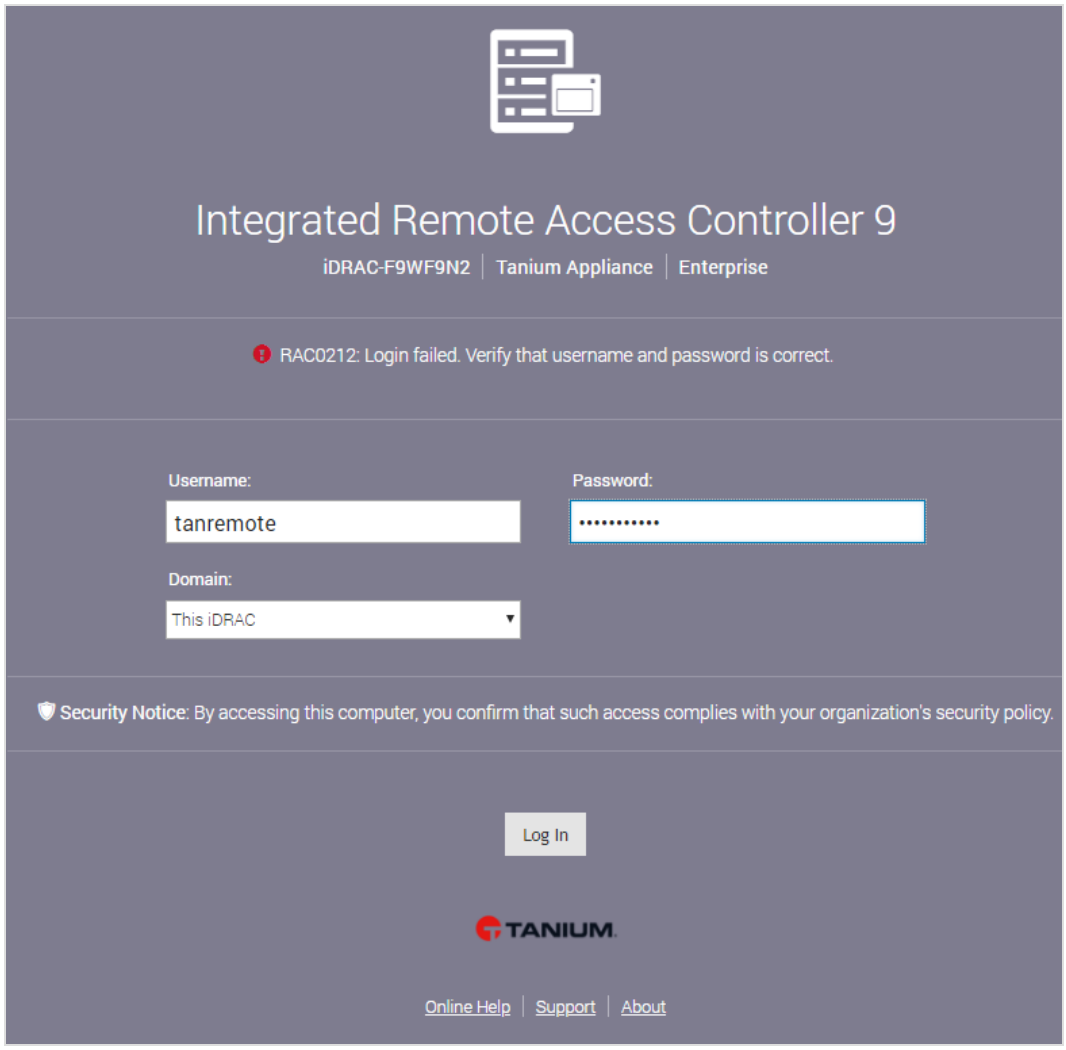
Access the iDRAC virtual console

You can access the iDRAC virtual console at `http://<iDRAC interface IP address>`. Sign in with username `tanremote` and the password that was set with this procedure.



Troubleshoot the Lifecycle Controller job queue

IMPORTANT

The following procedures are typically necessary only at the direction of Tanium Support.

Clear queued firmware updates

If a firmware update failed to schedule or run and did not remove itself from the Lifecycle Controller job queue, you can manually clear firmware updates from the Lifecycle Controller.

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I-F` (Appliance Configuration > Manage iDRAC > Flush Pending Firmware Entries).

Clear the Lifecycle Controller job queue

If failed jobs remain in the Lifecycle Controller job queue, you can force the queue to clear. This procedure also clears any queued firmware updates.



This procedure requires an iDRAC reset and prompts you to perform the reset after allowing three minutes for the Lifecycle Controller to sync the clearing of the job queue.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I-X` (Appliance Configuration > Manage iDRAC > Clear iDRAC job queue (FORCE)).

View the iDRAC log

The iDRAC log provides information about system events and firmware updates in the iDRAC interface.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-I-V` (Appliance Configuration > Manage iDRAC > View iDRAC Logs).

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Configure syslog forwarding or alerts

TanOS supports syslog forwarding, which sends all Appliance log messages to a remote syslog server, and alerting, which sends Appliance alerts to a syslog server, an SMTP email recipient, or both.



Severity level is a global setting that applies to both Syslog and SMTP alerts.

Syslog alerts versus forwarding

The syslog forwarding configuration under **Appliance Configuration** is separate from the syslog alert configuration in the **Appliance Maintenance** menu. Note these key differences:

- Syslog configuration for alerts sends events that match the specified alert threshold severity (info, warn, and error).
- Syslog forwarding configuration sends all messages located in `/var/log/messages` to a syslog destination.

Check the syslog status

The syslog status shows the last five log entries and the current syslog forwarding configuration.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-4` (Appliance Configuration > Syslog Configuration).
3. Enter `1` to view the status.

Configure syslog forwarding

Access the syslog configuration menu

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-4` (Appliance Configuration > Syslog Configuration).

Manage the syslog server trust certificate

If you use a trust certificate for TLS communication with your syslog server, import the certificate before you enable and configure server settings for syslog forwarding.

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-4` (Appliance Configuration > Syslog Configuration).
3. From the **Syslog Configuration** menu:
    - Enter `2` to view the previously imported trust certificate.
    - Enter `3` to paste the trust certificate in PEM format for import.
    - Enter `4` to remove the previously imported trust certificate.

Manage the key pair for certificate authentication

If you use certificate authentication with your syslog server, add the necessary public-private key pair before you enable and configure server settings for syslog forwarding.

IMPORT A KEY PAIR

1. Use SFTP to copy the key file to the `/incoming` directory of the Tanium Server Appliance.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `A-4-8` (Appliance Configuration > Syslog Configuration > Load Key Pair for TLS Auth from SFTP incoming).

VIEW OR REMOVE THE PREVIOUSLY IMPORTED KEY PAIR

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-4` (Appliance Configuration > Syslog Configuration).
3. From the **Syslog Configuration** menu:
    - Enter `7` to view the key pair.
    - Enter `9` to remove the key pair.

Configure syslog forwarding destinations

Syslog forwarding sends the same data that gets logged in `/var/log/messages` to each configured destination. TanOS supports multiple syslog forwarding destinations. If no destinations are configured, syslog forwarding is disabled.



- If you do not enable RFC5424 output format, TanOS defaults to RFC3164 syslog output.
- You must have imported a valid trust certificate for the syslog server to enable TLS communication with the server. For more information, see Manage the syslog server trust certificate on page 264.
- You must have imported a key pair to enable certificate-based authentication with the server. For more information, see Manage the key pair for certificate authentication on page 265.

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-4-5` (Appliance Configuration > Syslog Configuration > Configure Forwarding).
3. Manage forwarding destinations:
    - **Add a destination:** Enter `A` to open the **Add Destination** menu.
      Use the menu options to configure the settings for the remote syslog server and then enter `S` to save the destination.
    - **Edit a destination:** Enter the line number of the destination to open the **Edit Destination** menu.
      Modify the settings and enter `S` to save.
    - **Delete a destination:** Enter the line number of the destination to open the **Edit Destination** menu and then enter `X` to delete the entry.

(Optional) Force the full FQDN to appear in syslog messages

By default, the internal syslog server determines whether the fully qualified domain name (FQDN) or only the host name appears in syslog messages. You can optionally force the FQDN to always appear.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-4-10` (Appliance Configuration > Syslog Configuration > Configure FQDN Behavior).
3. Enter `E` to enable the setting and force the FQDN to always appear in syslog messages, or `D` to disable the setting and allow the internal server to decide whether the FQDN or only the host name should appear in syslog messages.

(Optional) Forward entries from other log files

You can forward entries to the configured syslog destination from other logs, including any custom logs you have created. You can associate a tag with each selected log file to identify the forwarded entries from that log.

For information about creating a custom log, see Create a custom log for Tanium Core Platform Servers on page 323.

You can forward logs only from the following directories on the Appliance:

- `/var/log`
- `/opt/Tanium/TaniumServer/Logs`
- `/opt/Tanium/TaniumServer/TDL_Logs`
- `/opt/Tanium/TaniumModuleServer/Logs`
- `/opt/Tanium/TaniumModuleServer/TDL_Logs`
- `/opt/Tanium/TaniumZoneServer/Logs`
- `/opt/Tanium/TaniumModuleServer/services/*-files/logs`

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For more information about available logs, see Overview of Tanium Appliance logs, reports, and troubleshooting features on page 299.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A`-`4`-`6` (Appliance Configuration > Syslog Configuration > Custom File Forwarding).
3. Use the following options to manage the forwarded log files:
    - **Add a log file:** Enter `A` to add a line, and then follow the prompts to specify the path and file name of a log file to forward and a tag to apply to forwarded entries from that log.
    - **Edit the file name and tag for a previously entered log file:** Enter the line number of the log file to edit, enter `E` to edit the line, and then follow the prompts to edit the path and file name and tag.
    - **Remove a log file from the list:** Enter the line number of the log file to edit, enter `X` to delete the line.
    - **Remove all log files from the list:** Enter `X`.

Configure syslog alerts

You can send Appliance alerts to a syslog server, an SMTP email recipient, or both. Syslog servers and SMTP are independent alerting destinations and receive the same alerts.

If you configure both a syslog destination and an SMTP destination, the SMTP destination provides an additional benefit: if TanOS cannot deliver alerts to the syslog destination, it sends a failure notification to the SMTP destination every 15 minutes until the issue is resolved.

Set the alert severity level

Use the **Configure Alerts** menu to set the alert severity threshold to info, warn, or error.

- Info: Includes all alerts
- Warn: Includes all error and warning alerts
- Error: Includes error alerts

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`2`-`3` (Appliance Maintenance > Alerting > Configure Alerts).
3. Use the menu to set a severity level and enable/disable alerting.

Configure a syslog server destination for alerts

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`2`-`1` (Appliance Maintenance > Alerting > Configure Syslog Destination).
3. Enter `2` and follow the prompts to configure a syslog destination.

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4. Enter `1` to enable syslog alerts. The **Configure Syslog Destination** menu updates to show the current status.
5. Enter `3` to send a test alert to the syslog server.

The test alert appears in the syslog server logs.



Configure an SMTP destination for alerts

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-2-2` (Appliance Maintenance > Alerting > Configure SMTP Destination).
3. Enter `2` and follow the prompts to configure the SMTP destination.
4. Enter `1` to enable SMTP alerts. The **Configure SMTP Destination** menu updates to show the current status.
5. Enter `3` to send a test alert to the mail recipient.

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Configuring SNMP

Tanium Appliances support SNMP v3, though the SNMP service is not enabled by default. You can configure SNMP credentials and start the service to allow remote SNMP connections to the Appliance or to the iDRAC interface of a physical Tanium Appliance. The default user name for SNMP connections is `tansnmp`. A remote host or SNMP manager can use the configured credentials to conduct SNMP polling on the Appliance. Tanium Appliances only respond to SNMP requests; they do not send SNMP traps.

There is not a Tanium-specific MIB. Tanium Appliances report a specific SNMPv2 `sysObjectID` and include the following standard MIBs:

- **SNMPv2-MIB**: Contains system information, such as up time, contact information, and basic system configuration
- **IP-MIB**: Contains objects for managing IP address tables, IP forwarding information, and related statistics
- **IF-MIB**: Contains information about each network interface, including configuration parameters, traffic statistics, and status
- **TCP-MIB**: Contains objects for managing TCP connection states and statistics, such as active connections, retransmissions, and errors
- **UDP-MIB**: Contains objects related to UDP traffic statistics and configurations, such as active sockets and datagram counts
- **HOST-RESOURCES-MIB**: Contains objects for managing and monitoring system resources, such as storage and device status
- **UCD-SNMP-MIB**: Contains additional system monitoring and network interface statistics. This MIB includes monitoring objects for CPU, memory, and system load, which are not covered by other MIBs.



For a physical Tanium Appliance, see Dell Technologies: SNMP Reference Guide for iDRAC and Chassis Management Controller for information about the MIB used with iDRAC. Some limitations apply for the iDRAC implementation in the Tanium Appliance. For example, the Tanium Appliance does not support SNMP v1 or v2, nor does it send SNMP traps.

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Example of SNMP polling using snmpwalk

```
[user@localhost ~]# snmpwalk -v 3 -u tansnmp -A password -X password -a sha -x AES -l authPriv tanos-server.lab.tanium.local
SNMPv2-MIB::sysDescr.0 = STRING: Linux tanos-server 3.10.0-1160.80.1.el7.x86_64 #1 SMP Tue Nov 8 15:48:59 UTC 2022 x86_64
SNMPv2-MIB::sysObjectID.0 = OID: SNMPv2-SMI::enterprises.49011.2.1.1.1
DISMAN-EVENT-MIB::sysUpTimeInstance = Timeticks: (363770) 1:00:37.70
SNMPv2-MIB::sysContact.0 = STRING: user@domain.com
SNMPv2-MIB::sysName.0 = STRING: tanos-server
SNMPv2-MIB::sysLocation.0 = STRING: lab
SNMPv2-MIB::sysORLastChange.0 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORID.1 = OID: SNMP-MPD-MIB::snmpMPDCompliance
SNMPv2-MIB::sysORID.2 = OID: SNMP-USER-BASED-SM-MIB::usmMIBCompliance
SNMPv2-MIB::sysORID.3 = OID: SNMP-FRAMEWORK-MIB::snmpFrameworkMIBCompliance
SNMPv2-MIB::sysORID.4 = OID: SNMPv2-MIB::snmpMIB
SNMPv2-MIB::sysORID.5 = OID: TCP-MIB::tcpMIB
SNMPv2-MIB::sysORID.6 = OID: IP-MIB::ip
SNMPv2-MIB::sysORID.7 = OID: UDP-MIB::udpMIB
SNMPv2-MIB::sysORID.8 = OID: SNMP-VIEW-BASED-ACM-MIB::vacmBasicGroup
SNMPv2-MIB::sysORID.9 = OID: SNMP-NOTIFICATION-MIB::snmpNotifyFullCompliance
SNMPv2-MIB::sysORID.10 = OID: NOTIFICATION-LOG-MIB::notificationLogMIB
SNMPv2-MIB::sysORDescr.1 = STRING: The MIB for Message Processing and Dispatching.
SNMPv2-MIB::sysORDescr.2 = STRING: The management information definitions for the SNMP User-based Security Model.
SNMPv2-MIB::sysORDescr.3 = STRING: The SNMP Management Architecture MIB.
SNMPv2-MIB::sysORDescr.4 = STRING: The MIB module for SNMPv2 entities
SNMPv2-MIB::sysORDescr.5 = STRING: The MIB module for managing TCP implementations
SNMPv2-MIB::sysORDescr.6 = STRING: The MIB module for managing IP and ICMP implementations
SNMPv2-MIB::sysORDescr.7 = STRING: The MIB module for managing UDP implementations
SNMPv2-MIB::sysORDescr.8 = STRING: View-based Access Control Model for SNMP.
SNMPv2-MIB::sysORDescr.9 = STRING: The MIB modules for managing SNMP Notification, plus filtering.
SNMPv2-MIB::sysORDescr.10 = STRING: The MIB module for logging SNMP Notifications.
SNMPv2-MIB::sysORUpTime.1 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.2 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.3 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.4 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.5 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.6 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.7 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.8 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.9 = Timeticks: (5) 0:00:00.05
SNMPv2-MIB::sysORUpTime.10 = Timeticks: (5) 0:00:00.05
```

Set password and start the SNMP service

NOTE

- Passwords must be 8–20 characters.
- After restoring from a backup, SNMP settings such as user name, location, contact, and authentication type are automatically restored. However, the SNMP service is not re-enabled after a restore. Enter `S` and re-enter the SNMP password to restart the service.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-5` (Appliance Configuration > SNMP Configuration).
3. Enter `S`, enter the desired SNMP password at the prompt, and press Enter to save the password and enable the SNMP service.

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Change the SNMP user name, location, or contact

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-5` (Appliance Configuration > SNMP Configuration).
3. Enter `U` to change the user name, `L` to change the location, or `C` to change the contact and follow the prompts to enter the new value.

Change the SNMP authentication or privacy type

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-5` (Appliance Configuration > SNMP Configuration).
3. Enter `A` to change the authentication type or `P` to change the privacy type, and follow the prompts to select the new value.

   

   Supported authentication types are SHA, SHA-256, SHA-384, and SHA-512. Supported privacy types are AES and AES-256. The defaults are SHA and AES.
4. Enter `S` and re-enter the SNMP password to apply the changes and restart the service.

View SNMP service status

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-5` (Appliance Configuration > SNMP Configuration).
3. Enter `V` to view the SNMP service status details.

Stop the SNMP service

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-5` (Appliance Configuration > SNMP Configuration).
3. Enter `D` to stop and disable the SNMP service.

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Clean up generated files

Clean directories to clear up disk space or clear logs to make it easier to work with new entries in the log viewer.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-A` (Appliance Maintenance > Clean directories).
3. Use the menu to delete files that have been generated in the SFTP `/incoming` and `/outgoing` directories, core dump files, application logs, and so on.

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Reboot or shut down

Tasks that you complete with TanOS menus typically do not require you to reboot the system. A reboot might be required during troubleshooting workflows.

Shutdown turns off the system and powers down the Appliance.



On a physical Tanium Appliance, you must have physical or iDRAC access to the Appliance to power it on. Do not perform a system shutdown unless you are prepared to power the Appliance back on.

Reboot

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-B-1` (Appliance Maintenance > Reboot/Shutdown > Reboot).
3. Follow the prompts to reboot the Appliance.

Shut down

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-B-2` (Appliance Maintenance > Reboot/Shutdown > Shutdown).
3. Follow the prompts to shut down the Appliance.

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Increase storage

On cloud-based Tanium Appliances and virtual Tanium Appliances, you can add a disk to the virtual image or increase the size of the existing virtual disk to increase the amount of storage that is available to TanOS.

CAUTION

- This action is not reversible. Storage that you add to the Appliance is permanently allocated. Do not attempt to remove disk storage from an Appliance, as the Appliance becomes unusable.
- On an Appliance that has been upgraded over time from TanOS 1.7.1 or earlier, you cannot increase the size of existing virtual disks. Attempting to do so might result in unusable storage on the virtual disk that cannot be reallocated. If you need to increase storage in this case, add a virtual disk.

1. Modify the virtual image to add a disk or increase the size of the existing virtual disk.
2. Sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `B-I` (Appliance Maintenance > Increase Storage).
4. Follow the prompts to add the disk storage.

   NOTE

   If your virtual Tanium Appliance has an inactive partition set, any new storage is evenly allocated across the active (`/OPT`) and inactive (`/ALTOPT`) partitions.

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Manage OS services

Use this menu to start, stop, restart, enable, and view status details for the network time protocol daemon (chronyd) and SSH daemon (sshd) services.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`S` (Appliance Maintenance > OS Services).
3. Select a service to open the **Service Control** menu:
    - To manage chronyd, enter `1`.
    - To manage sshd, enter `2`.
4. Use the menu to select an action to start, stop, restart, enable, or view status details for the service.
5. Follow the prompts to perform the action.

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View the overall status for TanOS, Tanium, and the Appliance

View OS status and partition information

View OS status and partition information from the **System Status** menu. This information includes the list of partitions with space used, as provided by the `df -h` command.

View OS status and partition information with the tanadmin role

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `4`-`1`-`1` (Status > System Status > OS Status).

tanuser: View OS status and partition information with the tanuser role

1. Sign in to the TanOS console as a user with the `tanuser` role.
2. Enter `1`-`1` (System Status > OS Status).

View network status

View network status from the **System Status** menu.

View network status with the tanadmin role

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `4`-`1`-`2` (Status > System Status > Network Status).

tanuser: View network status with the tanuser role

1. Sign in to the TanOS console as a user with the `tanuser` role.
2. Enter `1`-`2` (System Status > Network Status).

View Tanium component status

View Tanium status with the tanadmin role

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `4`-`2` (Status > Tanium Status).

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View Tanium status with the tanuser role

1. Sign in to the TanOS console as a user with the `tanuser` role.
2. Enter `2` (Tanium Status).
3. Use the menu to view Tanium service status.

View Appliance status

Appliance status shows Appliance version information, OS status, or hardware status.

View Appliance status with the tanadmin role

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `4`-`3` (Status > Appliance Status).
3. Use the menu to view Appliance version information, OS status, or hardware status.

View Appliance status with the tanuser role

1. Sign in to the TanOS console as a user with the `tanuser` role.
2. Enter `3` (Appliance Status).
3. Use the menu to view Appliance version information, OS status, or hardware status.

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Perform database operations

If you encounter issues with the Tanium deployment, Tanium Support might direct you to perform database operations.



Database operations are available on the Tanium Server and Tanium Module Server. In an All-In-One deployment, database operations apply only to the Tanium Server.

View the Postgres log file

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`3`-`1` (Tanium Support > Database Operations > Select File).
3. Enter the line number for the `postgres.log` file, and use the menu to view the log or copy it to the `/outgoing` folder.

View Postgres configuration files

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`3`-`2` (Tanium Support > Database Operations > Select File).
3. Use the menu to review or modify the configuration.

View Postgres control data

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`3` (Tanium Support > Database Operations).
3. Enter `3` to view Postgres control data.

Enable full Postgres audit log

Postgres logs are very rarely useful in troubleshooting Appliance or platform issues. Audit logging is disabled by default. When enabled, Postgres logging can consume inordinate disk space. For best results, enable audit logging only when debugging.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`3` (Tanium Support > Database Operations).
3. Enter `4` and follow the prompts to enable audit logging.

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Manage the database memory plan

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`3`-`D` (Tanium Support > Database Operations > DB Tuning).
3. Review the available memory plans and enter the letter for the plan you want to select.

   For more information about Appliance sizing and specifications, see Reference: Tanium Appliance sizing and specifications on page 408.
4. Enter `A` to apply the new memory plan.



You must apply the same database memory plan for both Tanium Servers in a cluster, or for both an active and standby Module Server. A Tanium Server and a Module Server are not required to have the same memory plan.

Run the Postgres top command

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`3` (Tanium Support > Database Operations).
3. Enter `M` to view results of the top command.
4. Enter `Q` to return to the **Database Operations** menu.

Query the tanium database

The **Manage Queries** menu includes predefined queries that can be useful during troubleshooting.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`3`-`Q`-`S` (Tanium Support > Database Operations > Manage Queries > Select Query).
3. Use the menu to select a predefined query and return to the **Manage Queries** menu.
4. Enter `X` to run the query and save the results to the `/outgoing` folder.
5. Enter `Q` to view query results.
6. Enter `Q` to return to the **Manage Queries** menu.

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View database replication status and history

View the database replication status and history to help troubleshoot replication issues between the primary and secondary Tanium Server or between the active and inactive Module Server. The replication status is captured every 15 minutes at the same time as the automatic health check, and, additionally, when you view the current status. The status is recorded as a new entry in the history if the server role changes or if there is an important change in the replication status; otherwise the status overwrites the previous entry in the history. The **Postgres Replication History** screen displays the 10 most recent history entries.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3-3` (Tanium Support > Database Operations).
3. Enter `S` to view the Postgres replication history.
4. Enter `C` to view the current replication status, or enter the number of the historical status to view.

The Tanium Support Gatherer report includes the latest 50 replication history entries, in the `postgres-repl-ts.json` log file for each Tanium Server, or the `postgres-repl-tms.json` file for each Module Server. For more information, see Run Tanium Support Gatherer on page 303.

Initiate database server failover

1. Sign in to the TanOS console of the Appliance with the secondary database as a user with the `tanadmin` role.
2. Enter `2-B-F` (Tanium Operations > Cluster Configuration > Database Server Failover).
3. Follow the prompts to initiate the failover.

Collect database replication statistics (Module Server only)

When troubleshooting a replication issue on a Module Server, you can temporarily enable replication statistics that indicate the amount of data recorded in the database on the primary Module Server that has not yet been replicated to the secondary Module Server. When you enable this collection, TanOS records statistics once per minute, in the `replstats_yyyy-mm-dd.json` file in the `outgoing` folder. TanOS creates one log file for each day while collection is enabled.



Keep database replication statistics disabled when you are not troubleshooting a replication issue. The **TMS Database Stats Collection** health check indicates that collection of database replication statistics is enabled.

1. Enter `3-3-C` (Tanium Support > Database Operations > Collect Replication Stats).
2. Follow the prompts to enable or disable collection of database replication statistics.

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Monitor performance

Use the Performance Monitoring menu to view resource usage.

Run a SAR command

1. Sign in to the TanOS console of the Appliance with the primary database server as a user with the `tanadmin` role.
2. Enter `3`-`P`-`1` (Tanium Support > Performance Monitoring > SAR command).
3. Use the menu to issue a command. The results of the command are returned to the screen.

Export a SAR snapshot

1. Sign in to the TanOS console of the Appliance with the primary database server as a user with the `tanadmin` role.
2. Enter `3`-`P` (Tanium Support > Performance Monitoring).
3. Enter `2` to take a five second snapshot of SAR data and export it to the `/outgoing` folder.
4. Use SFTP to copy the snapshot file from the `/outgoing` directory on the Appliance to your management computer.

Export a SAR performance data

1. Sign in to the TanOS console of the Appliance with the primary database server as a user with the `tanadmin` role.
2. Enter `3`-`P` (Tanium Support > Performance Monitoring).
3. Enter `3` to collect the complete set of SAR data files for the last 30 days and export it to a ZIP file in the `/outgoing` folder.
4. Use SFTP to copy the snapshot file from the `/outgoing` directory on the Appliance to your management computer.

Export all SAR files

1. Sign in to the TanOS console of the Appliance with the primary database server as a user with the `tanadmin` role.
2. Enter `3`-`P` (Tanium Support > Performance Monitoring).
3. Enter `4` to collect all SAR files into a single file and export it to the `/outgoing` folder.
4. Use SFTP to copy the snapshot file from the `/outgoing` directory on the Appliance to your management computer.

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Run the iotop command

1. Sign in to the TanOS console of the Appliance as a user with the `tanadmin` role.
2. Enter `3`-`P` (Tanium Support > Performance Monitoring).
3. Enter `I` to monitor input/ouput usage for the Appliance.
4. Enter `Q` to return to the **Performance Monitoring** menu.

Run the perf top command

1. Sign in to the TanOS console of the Appliance as a user with the `tanadmin` role.
2. Enter `3`-`P` (Tanium Support > Performance Monitoring).
3. Enter `P` to monitor CPU usage for the Appliance.
4. Enter `Q` to return to the **Performance Monitoring** menu.

Run the htop command

1. Sign in to the TanOS console of the Appliance as a user with the `tanadmin` role.
2. Enter `3`-`P` (Tanium Support > Performance Monitoring).
3. Enter `T` to monitor processes for the Appliance.
4. Enter `Q` to return to the **Performance Monitoring** menu.

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Perform advanced maintenance tasks for Tanium Appliances

IMPORTANT

Consult with Tanium Support before you use advanced options. For more information, see Support for Tanium Appliances on page 307.

Install a firmware update

When you Run the Health Check on page 298 , you might see messages alerting you to perform a firmware update.

Use the Advanced Maintenance menu to stage and apply firmware updates. On a physical Tanium Appliance, the updates include iDRAC firmware updates, PERC firmware updates, NIC firmware updates, and BIOS firmware updates.

IMPORTANT

Updating a firmware update is a major task. The process can take from 10-30 minutes, depending on model. Allow the firmware update to complete before attempting any other tasks with the Appliance. Do NOT manually power off or reboot the Appliance.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-X-1` (Appliance Maintenance > Advanced Maintenance > Firmware Update).
3. Follow the prompts to update the iDRAC, PERC, NIC, and BIOS firmware.

Perform a TanOS reset

The **Appliance Reset** menu allows you to perform a software reset which erases the Tanium application software and data.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-X-2` (Appliance Maintenance > Advanced Maintenance > Reset).
3. Enter `1` to perform a software reset.
4. Follow the prompts to initiate the reset.

Re-install ACLs

If you experience issues copying to or from the `tancopy/incoming` or `/outgoing` directories, you can use this menu to reapply the access control lists (ACL) for those directories.

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-X` (Appliance Maintenance > Advanced Maintenance).
3. Enter `3` to reapply the ACLs.

Overwrite Module ACLs (Module Server only)

Use this option to reset the file ownership and permissions for a Tanium module service directory on the Module Server. Use this option only if directed to do so by Tanium Support.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-X-4` (Appliance Maintenance > Advanced Maintenance > Overwrite Module ACLs).
3. Enter the line number of the module service for which you want to reset permissions.
4. Confirm the prompt to apply the changes.

View the TanOS partition sync log



This menu only appears if the Appliance contains an active partition and an inactive partition. This menu is not available on cloud-based Tanium Appliances.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-X` (Appliance Maintenance > Advanced Maintenance).
3. Enter `5` to view the TanOS partition sync log file.

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Upgrading TanOS and Tanium Core Platform

Specific versions of TanOS and Tanium Core Platform are bundled together in the semiannual release.

Upgrading to a new semiannual release or maintenance release

Tanium™ Semiannual Release 2026H1

Tanium™ Semiannual Release 2026H1 includes new versions of the following components:

- **Tanium Operating System (TanOS):** The operating system that runs on each Appliance
- **Tanium Core Platform:** The software that runs on Tanium Core Platform Servers, including the Tanium Server, Tanium Module Server, Tanium Zone Server, and Tanium Zone Server Hub
- **Tanium solutions:** The solutions that you have licensed to provide specific functionality in your Tanium environment, including modules, shared services, and content-only solutions
- **Tanium Client:** The service that runs on endpoints to discover and report data in the Tanium environment
- **Tanium™ Endpoint Configuration Toolset:** A collection of tools, such as Tanium™ Client Extensions, that are deployed to endpoints to enable functionality for Tanium solutions

For version and support information, see 2026H1 release notes.

For more information about Tanium releases, see Tanium Console User Guide: Tanium releases.

Maintenance releases

Maintenance releases provide security and bug fixes for currently supported semiannual releases. These upgrades are typically released monthly, and the support window remains based on the semiannual release. The maintenance release provides new versions only for the components that have fixes since the last update and might or might not contain upgrades for TanOS, Tanium Core Platform, Tanium solutions, Tanium Client, and the Tanium Endpoint Configuration Toolset.

You can skip any maintenance release updates that become available after a semiannual release. When you install the latest maintenance release update, it includes all the updates from any previous maintenance release update.



Install each maintenance release update when it becomes available to ensure your Tanium deployment has all the latest security and bug fixes.

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Upgrade process

UPGRADING TANOS, TANIUM CORE PLATFORM, AND TANIUM SOLUTIONS

You must use the versions of TanOS, Tanium Core Platform, and Tanium solutions that are provided in a semiannual release together, or the later versions of each component that are provided in maintenance releases that upgrade the semiannual release. When upgrading to a new semiannual release, you must upgrade these components at the same time, beginning with TanOS. To begin the upgrade, see Upgrade TanOS on Tanium Appliances on page 288.



- After you start the upgrade process for a new semiannual release, you cannot access Tanium solutions until you finish upgrading both the platform and solutions. Make sure to plan a maintenance window with enough time to complete all upgrades.
- As a best practice, upgrade to the latest maintenance release available for semiannual release 2026H1. Do not upgrade to a maintenance release that has an earlier release date than the currently installed maintenance release. For example, if you have a maintenance release from February 1 currently installed, install a maintenance release of the 2026H1 semiannual release from February 1 or later.



If you are installing a maintenance release that does not include a TanOS upgrade, begin the upgrade process with Tanium Core Platform. For more information, see Upgrade Tanium Core Platform in an Appliance deployment on page 295.

UPGRADING THE TANIUM ENDPOINT CONFIGURATION TOOLSET AND TANIUM CLIENT

You deploy the Tanium Endpoint Configuration Toolset and, optionally, the Tanium Client to endpoints using the change management feature of Tanium Endpoint Configuration. For more information, see Tanium Endpoint Configuration User Guide: Managing endpoint tool upgrade rollouts. If you do not enable Client upgrades in the change management feature, or if you need to upgrade the Tanium Client in upgrade rings for which Client upgrades are not yet enabled, you must upgrade the Tanium Client on endpoints using Client Management or other means to maintain a supported configuration. For more information, see Tanium Client Management User Guide: Upgrading Tanium Clients. Tanium Semiannual Release 2026H1 supports all Tanium Client versions that the Tanium Core Platform supports. Each semiannual release supports the current endpoint configuration toolset and the two previous toolset releases.



To ensure that all the features and fixes are available to endpoints, upgrade the Tanium Client to the version provided in the release, and deploy the Endpoint Configuration Toolset to all endpoints as soon as possible.

TanOS periodically checks the TanOS manifest for available upgrades and informs you on the **tanadmin** menu screen when an upgrade is available.

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TIP

Additionally, a health check reports when an upgrade is available. For more information, see Run the Health Check on page 298.

The required upgrade path from version 1.7.6 or earlier to version 1.9.0 must always include version 1.7.6 and version 1.8.1 as intermediate upgrades. Therefore, if you are upgrading from version 1.7.4 or 1.7.5, TanOS 1.7.6 appears as the available upgrade version. Likewise, when upgrading from version 1.7.6, version 1.8.1 appears as the available upgrade version. Repeat the procedures in Upgrade TanOS on Tanium Appliances on page 288 to upgrade to each required version before the final upgrade to version 1.9.0.

NOTE

When Tanium Appliances query the TanOS manifest for available updates at content.tanium.com, Tanium might collect non-identifiable metadata about the Appliance, including version and feature usage information, to further support, develop, and improve its products.

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Upgrade TanOS on Tanium Appliances

IMPORTANT

- If you are upgrading to a semiannual release, or if you are upgrading to a maintenance release that includes upgrades for both TanOS and Tanium Core Platform, you must upgrade Tanium Core Platform immediately after upgrading TanOS, followed by all Tanium solutions. After you start the upgrade process for a new semiannual release, you cannot access Tanium solutions until you finish upgrading both the platform and solutions. For more information, see Upgrading TanOS and Tanium Core Platform on page 285.
- The TanOS upgrade does not automatically upgrade Tanium Core Platform. You must upgrade Tanium Core Platform after the TanOS upgrade is complete. The necessary steps are linked from this topic as you complete the TanOS upgrade steps.
- You must provide the Tanium Core Platform binaries to the Appliance before upgrading TanOS to a new semiannual release. The necessary steps are included in this topic.
- As a best practice, upgrade to the latest maintenance release available for semiannual release 2026H1. Do not upgrade to a maintenance release that has an earlier release date than the currently installed maintenance release. For example, if you have a maintenance release from February 1 currently installed, install a maintenance release of the 2026H1 semiannual release from February 1 or later.

BEST PRACTICE

Do not upgrade directly to a TanOS 1.9.0 from a version earlier than 1.8.5. If you are upgrading from a version earlier than 1.8.5, you must perform intermediate upgrades to follow the path for the version from which you are upgrading as indicated in Upgrade paths on page 290.

Before you begin

1. Read the release notes for the TanOS versions that were released after your current version to stay informed about expected behavior.
2. If your current deployment does not use an Appliance Array, create an Array. For more information, see Installing and managing an Appliance Array on page 96.
3. Plan a maintenance window that accounts for all necessary upgrade tasks. If you manage a Zone Server separately from the Appliance Array, you must also upgrade it separately during the same maintenance window in which you upgrade the Appliance Array. The procedure is the same, but it must be done separately on each Zone Server that is not an Array member. For more information about Zone Servers installed outside of an Array, see Installing individual Zone Servers on page 106.
4. Verify the current deployment is working as expected, including all Tanium Core Platform and solutions.
5. Run a health check on each Appliance to check the status of network services and Tanium services.

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6. Create a backup of the Appliance. If you have an inactive partition on a physical Tanium Appliance or virtual Tanium Appliance, you can choose to perform a partition sync to back up the active partition to the inactive partition. Alternatively, for virtual or cloud Appliances, you can create a snapshot of the virtual image before you upgrade.

   IMPORTANT

   Though a normal upgrade does not require you to restore from a backup, the backup lets you quickly restore the Appliances to a known functional state if you encounter issues during an upgrade.

7. **Cloud-based Tanium Appliances hosted by Microsoft Azure:** Make sure that the Accelerated Networking feature is disabled on the network interfaces that are connected to Tanium Appliances.

8. **Virtual Tanium Appliances:** Verify that the VM uses a CPU type that exposes the x86-64-v2 microarchitecture level before upgrading to TanOS 1.9.0.0038 or later. Hypervisor settings that determine the exposed microarchitecture level include **EVC Mode** for VMware vSphere, **Processor Compatibility Mode** in Microsoft Hyper-V, and **CPU Type** in Proxmox VE. For more information, see the documentation for your hypervisor.

9. Make sure you have the installation package or a token URL for each Tanium Core Platform version you will need during the upgrade process. You can use the token URL to download the installation package directly to the Appliance; for token URLs, Contact Tanium Support. You can download the installation package from the **Artifacts** section of your Tanium Account. For more information, see Tanium Account User Guide: View Tanium artifacts. However, you must upload the files to the Appliance using SFTP after you download them on a separate computer.

   NOTE

   You must download the installation packages if you are in an air-gapped environment.

   Carefully follow the prescribed upgrade paths for the steps to provide each package at the appropriate time. The necessary packages include the following:

   - For upgrading to TanOS 1.9.0 as part of Tanium Semiannual Release 2026H1, the Tanium Core Platform installation package file is `7.8.4.xxxx_linux_server_package_8.zip`, where *xxxx* is the build number for the maintenance release. See the release notes for the semiannual release for the latest available maintenance release.
   - If your upgrade path includes an intermediate upgrade to TanOS 1.8.6, the Tanium Core Platform installation package file is `7.8.2.xxxx_linux_server_package_8.zip`, where *xxxx* is the build number for the maintenance release. See the release notes for the semiannual release for the latest available maintenance release.

Understand the upgrade process

Use the primary Tanium Server Appliance to perform the upgrade. This automatically manages the upgrade on all Appliances in the Appliance Array. The upgrade process runs pre-upgrade checks on all Appliances in the Array in parallel before upgrading any of the Appliances. If you see the message `Pre-upgrade checks failed, not upgrading`, fix the issue that is reported with the message before attempting the upgrade again.

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TIP

When upgrading to a new semiannual release, the pre-upgrade checks include verifying that you have uploaded the Tanium Core Platform installation package from the semiannual release bundle. For more information, see Provide the Tanium Core Platform installation package on page 291

When you upgrade TanOS, the appliances are upgraded in the following order:

1. The primary Tanium Server
2. Any secondary Tanium Server, and the active Module Server, in parallel
3. All other Appliances, including any inactive Module Server and Zone Servers, in parallel

During an upgrade, TanOS stops all Tanium services, and resumes services after rebooting the Appliance. It is safe to restart the Tanium Appliance upgrade if it is interrupted, such as if you lose your SSH connection to the Appliance. The upgrade checks the status of all Appliances in the Array before proceeding from where the interruption occurred. If you have problems restarting an upgrade that was interrupted, contact Tanium Support.

BEST PRACTICE

To avoid issues with dropped SSH connections, upgrade using the physical Tanium Appliance iDRAC virtual console or the virtual console of your hypervisor or cloud provider.

To troubleshoot TanOS upgrade issues, review the upgrade log from the Appliance that had an issue. For more information, see View the TanOS upgrade log on page 294.

IMPORTANT

- If your current deployment does not use an Appliance Array, create an Array before upgrading. For more information, see Installing and managing an Appliance Array on page 96.
- If you manage a Zone Server separately from the Appliance Array, you must also upgrade it separately during the same maintenance window in which you upgrade the Appliance Array. The procedure is the same, but it must be done separately on each Zone Server that is not an Array member. For more information about Zone Servers installed outside of an Array, see Installing individual Zone Servers on page 106.

Upgrade paths

If you are upgrading from TanOS 1.8.5 or later, you can upgrade directly to version 1.9.0. If you are upgrading from a version earlier than 1.8.5, perform one or more intermediate upgrades before upgrading to version 1.9.0. The following diagram provides an overview of upgrade paths from recent versions of TanOS. Repeat the steps in Perform the upgrade on page 291 to follow the appropriate path for the version from which you are upgrading.

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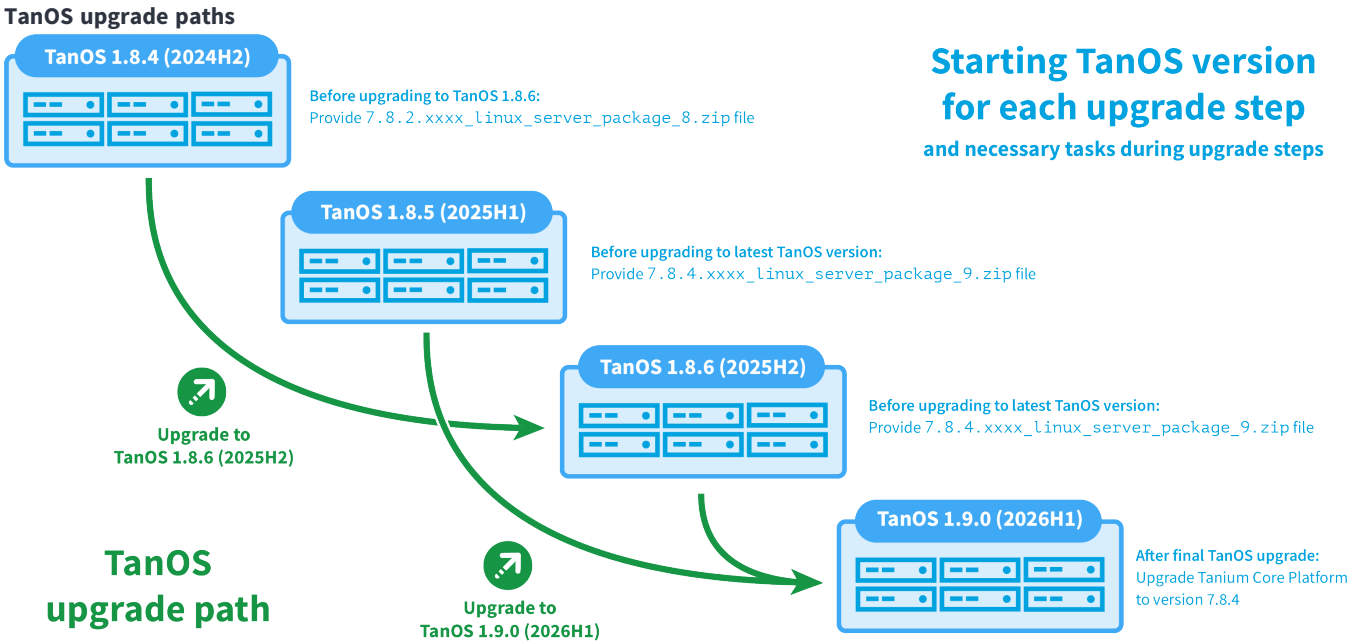

NOTE

If you are upgrading from a version of TanOS earlier than 1.8.4, you must perform additional intermediate upgrades in stages. For more information about upgrading to earlier versions of TanOS before completing an upgrade to TanOS 1.8.6, see the Tanium Appliance User Guide version 1.8.5, the the Tanium Appliance User Guide version 1.8.4, or the Tanium Appliance User Guide for another applicable version in the PDF archive.

Perform the upgrade

Repeat the steps in this section for each upgrade that is necessary to follow the appropriate upgrade path for the version from which you are initially upgrading. For more information, see Upgrade paths on page 290.

Provide the Tanium Core Platform installation package

Before upgrading to a new version, you must provide the correct Tanium Core Platform installation package to the primary Tanium Server in the Appliance Array:

- For upgrading to TanOS 1.9.0 as part of Tanium Semiannual Release 2026H1, the Tanium Core Platform installation package file is `7.8.4.xxxx_linux_server_package_8.zip`, where *xxxx* is the build number for the maintenance release. See the release notes for the semiannual release for the latest available maintenance release.
- If your upgrade path includes an intermediate upgrade to TanOS 1.8.6, the Tanium Core Platform installation package file is `7.8.2.xxxx_linux_server_package_8.zip`, where *xxxx* is the build number for the maintenance release. See the release notes for the semiannual release for the latest available maintenance release.

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IMPORTANT

If you manage a Zone Server separately from the Appliance Array, you must also provide the installation package to the Zone Server separately. For more information about Zone Servers installed outside of an Array, see Installing individual Zone Servers on page 106. As a best practice, do not upload the entire upgrade package to the Zone Server or use the tokens download steps. To avoid copying Tanium Server and Module Server files onto a host in a separate network, download the package from the **Artifacts** section of your Tanium Account, extract only the Zone Server RPM from ZIP file, and use SFTP to copy only that file to the `/incoming` folder of the Zone Server Appliance.

USE A DOWNLOADED INSTALLATION PACKAGE

1. If you did not already do so, download the Tanium Core Platform installation package from the **Artifacts** section of your Tanium Account. For more information, see Tanium Account User Guide: View Tanium artifacts.
2. Use SFTP to copy the TanOS upgrade file to the `/incoming` directory on the primary Tanium Server Appliance. For more information, see Reference: Transfer files to and from the Appliance on page 390.

USE A TOKENS DOWNLOAD

1. If you did not already do so, contact Tanium Support to obtain a token URL for the Tanium Core Platform package file.
2. On the primary Tanium Server, sign in to the TanOS console as a user with the `tanadmin` role.
3. Enter `B` to go to the **Appliance Maintenance** menu.
4. Enter `T` to go to the **Tokens Download** menu, and follow the prompts to download the package.

(Internet-connect environments) Upgrade from the TanOS manifest

In an internet-connected environment, you can download the latest available version that appears in the TanOS manifest directly from Tanium.

1. On the primary Tanium Server, sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-3` (Appliance Maintenance > Upgrade TanOS).
3. At the prompt, enter `Yes` to upgrade all Appliances in the Array.
4. Enter `D` to download the version available from the manifest.
5. After TanOS downloads the upgrade RPM, enter the number for the downloaded file, and follow the prompts to perform the upgrade.

   NOTE

   When prompted to back up the active partition to the inactive partition, enter `Yes`.

   The TanOS Console displays the upgrade process for each Appliance in the Array during the upgrade.

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(Air-gapped environments) Upgrade by manually uploading an RPM file

In an air-grapped environment, you can manually upload the `TaniumTanOS_Upgrade-<version>.noarch.rpm` upgrade package downloaded from your Tanium Account to upgrade to TanOS 1.9.0. Make sure that you follow the appropriate upgrade path for the version from which you are upgrading.

1. Download the TanOS upgrade package from the **Artifacts** section of your Tanium Account. For more information, see Tanium Account User Guide: View Tanium artifacts.
2. Use SFTP to copy the TanOS upgrade file to the `/incoming` directory on the primary Tanium Server Appliance. For more information, see Reference: Transfer files to and from the Appliance on page 390.
3. On the primary Tanium Server, sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `B-3` (Appliance Maintenance > Upgrade TanOS).
5. At the prompt, enter `Yes` to upgrade all Appliances in the Array.
6. Enter the line number of the RPM file to use, and follow the prompts to perform the upgrade.
   When prompted to back up the active partition to the inactive partition, enter `Yes`.
   The TanOS Console displays the upgrade process for each Appliance in the Array during the upgrade.

What to do next

Perform the following steps after each TanOS upgrade.

1. If you manage any Zone Servers separately from the Appliance Array, repeat the upgrade process on these Zone Servers. For more information about Zone Servers installed outside of an Array, see Installing individual Zone Servers on page 106.
2. Run a health check to check the status of network services and Tanium services.
3. Verify the components in the deployment. If verification fails, see Tanium Appliance support and troubleshooting on page 298.
4. Upgrade Tanium Core Platform to the version in the same semiannual release. For more information, see Upgrade Tanium Core Platform in an Appliance deployment on page 295.
   - If you completed an intermediate upgrade to TanOS 1.8.6, upgrade Tanium Core Platform to version 7.8.2.
   - If you completed the upgrade to TanOS 1.9.0, upgrade Tanium Core Platform to version 7.8.4.
   - If you completed an upgrade to a later build of TanOS 1.9.0 from a maintenance release, upgrade Tanium Core Platform 7.8.4 to the build from the same maintenance release.
5. If you completed an intermediate upgrade, repeat all steps in Perform the upgrade on page 291 to continue the appropriate upgrade path. For more information, see Upgrade paths on page 290.

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View the TanOS upgrade log

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`1`-`1`-`2` (Tanium Support > Tanium Log Files > TanOS Appliance > Upgrade Log).
3. Enter `V` to view the current TanOS upgrade log file, or enter the line number of a previous log file if the relevant log entries have been rotated out of the current log file.

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Upgrade Tanium Core Platform in an Appliance deployment

IMPORTANT

You must upgrade TanOS before upgrading Tanium Core Platform, and you must upgrade all Tanium solutions after upgrading Tanium Core Platform. After you start the upgrade process, you cannot access Tanium solutions until you finish upgrading both the platform and solutions. For more information, see Upgrading TanOS and Tanium Core Platform on page 285.

TIP

In Tanium Console, the **Solutions** page (**Administration > Configuration > Solutions**) indicates at the top-right if Tanium Core Platform Servers are up-to-date or if an update is available.

NOTE

For air-gapped environments, install a full air gap update, which includes updates to solution modules, production content packs, and lab content packs. For more information, see Install a full update on page 128.

IMPORTANT

- If your current deployment does not use an Appliance Array, create an Array before upgrading. For more information, see Installing and managing an Appliance Array on page 96.
- If you manage a Zone Server separately from the Appliance Array, you must also upgrade it separately during the same maintenance window in which you upgrade the Appliance Array. The procedure is the same, but it must be done separately on each Zone Server that is not an Array member. For more information about Zone Servers installed outside of an Array, see Installing individual Zone Servers on page 106.

Before you begin

- Read the release notes for all of the Tanium Core Platform versions that were released after your current version to stay informed about expected behavior.
- If you are upgrading to a new semiannual release or maintenance release that includes a Tanium Core Platform upgrade, the appropriate upgrade package file is included in the semiannual release bundle or maintenance release bundle. If you upgraded TanOS, you have already supplied the Tanium Core Platform installation package to the Appliance.
- Make sure the current deployment is working as expected, including all Tanium Core Platform Servers and solutions.
- Perform a backup of the Appliance. For more information, see Tanium Appliance redundancy, backup, and recovery on page 227.

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- If you are upgrading from Tanium Core Platform 7.5.6 or earlier to a semi-annual release for the first time (including Tanium Core Platform 7.6.2 or later), upgrade all solutions before you install the release bundle that includes Tanium Core Platform 7.6.2 or later. For information about upgrading solutions, see Tanium Console User Guide: Import, re-import, or update specific solutions. When you upgrade to subsequent semi-annual releases, a separate upgrade of solutions is not necessary or possible. You can optionally use the change management feature in Endpoint Configuration to manage a staged rollout of the endpoint tools that enable upgraded solution functionality on endpoints. For more information, see Endpoint Configuration User Guide: Managing Tanium Client and endpoint tool upgrade rollouts.

Upgrade the Tanium Core Platform

Use the following steps to upgrade all Appliances within an Array. This procedure upgrades all Tanium Servers, Tanium Module Servers, Tanium Zone Servers, and Tanium Zone Server Hubs within the Array. If you are upgrading to a new semiannual release, you already provided the Tanium Core Platform installation package to the primary Tanium Server.



If you are upgrading an individual Zone Server that is not part of the Appliance Array, do not upload the entire upgrade package to the Zone Server or use the tokens download in TanOS during the upgrade. To avoid copying Tanium Server and Module Server files onto a host in a separate network, download the package from the **Artifacts** section of your Tanium Account, extract only the Zone Server RPM from ZIP file, and use SFTP to copy only that file to the `/incoming` folder of the Zone Server Appliance. For more information about Zone Servers installed outside of an Array, see Installing individual Zone Servers on page 106.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `1-U` (Tanium Installation > Upgrade Tanium Software).
3. Enter `Yes` to upgrade Tanium Core Platform on all Appliances in the Array.
4. Enter the line number of the upgrade package that you uploaded to the `/incoming` directory.

Install solution updates and verify the upgrade

If you encounter issues during verification, see Tanium Appliance support and troubleshooting on page 298.

Sign in to Tanium Console and update solutions

Sign in to Tanium Console as an administrator. You are redirected to the **Solutions** page, where each installed solution upgrades to the version included in the semiannual release bundle.



You cannot access Tanium solutions until all solutions are upgraded.

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Verify the basic deployment

1. From the Tanium **Home** page, ask the following question to verify that endpoints with the Tanium Client respond: `Get Computer Name and Tanium Server Name from all machines`
2. Click **Search** and review the results grid to verify that all endpoints with the Tanium Client report successfully.
3. You can also go to the **Client Status** page to review recent Client registration details. Go to **Administration > Configuration > Client Status** to go to the page.

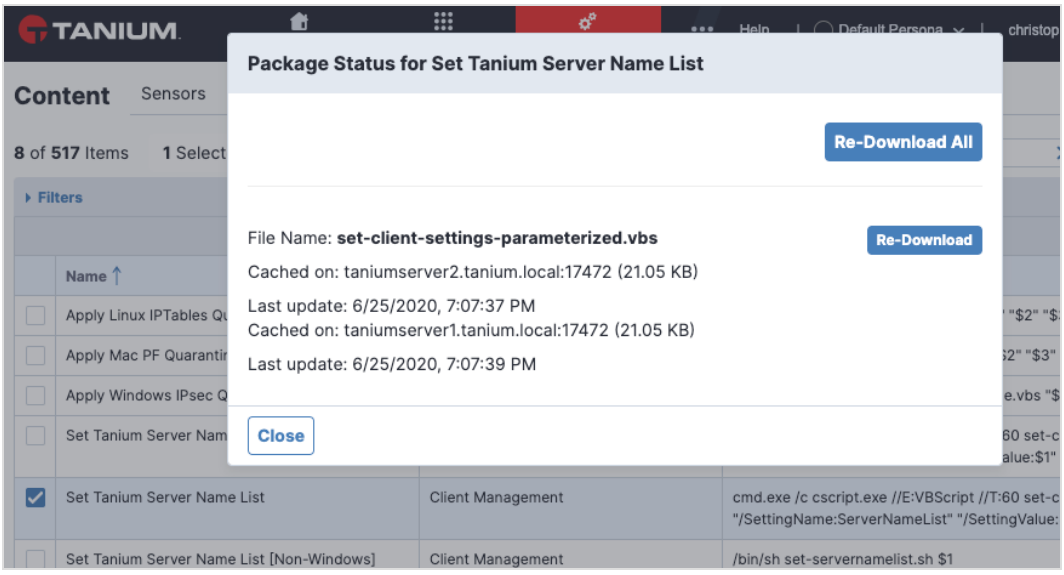
Verify the Zone Server deployment

1. Use the Tanium Client Management service to deploy the Tanium Client to an endpoint in your environment. In the configuration for Tanium Server, specify the Zone Server FQDN (appliance-zs.tam.local in this example).
2. In Interact, ask `Get Computer Name and Tanium Server Name from all machines` and verify that the Tanium Client on the Zone Server reports through the Tanium Zone Server.

Verify a Tanium Cluster deployment

Perform the following additional verifications if you installed a Tanium Cluster through an Appliance Array.

1. In Interact, ask `Get Tanium Server Name List from all machines`. Verify that both Tanium Servers are active.
2. Verify that both Servers can download packages with URL-specified files when such a package is created or imported. The **Set Tanium Server Name** package is an example of a package with URL-specified files:
   a. Go to **Administration > Content > Packages**.
   b. Select the row for **Set Tanium Server Name List**.
   c. Click **Status** and check that the files have been downloaded and are now cached on both Servers.



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Tanium Appliance support and troubleshooting

View version information

When discussing issues, it is important to communicate precise version information with colleagues and with Tanium Support. This screen also provides other important information, such as system time, uptime, and basic network configuration details.

1. Sign in to the TanOS console as a user with the `tanadmin` or `tanuser` role.
2. Enter `@` to go to the **About this Appliance** menu that shows version information, system time, uptime, and basic network configuration details.

Run the Health Check

After initial configuration, TanOS automatically runs a health check every 15 minutes. The results for the latest health check are stored in the `health.log` file in the `/outgoing` directory.



The health check sends alerts if they are enabled. As a best practice:

- Enable alerts.
- Configure a severity level for alerts that matches the checks for which you want to receive alerts. For information about specific alerts, including severity levels, see Reference: TanOS health check results on page 327.
- Configure an SMTP destination to send email alerts.
- (Optional) Configure a syslog destination.

For information about configuring alerts, see Configure syslog alerts on page 267.

To run a health check manually:

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3` (Tanium Support).
3. Enter `5` to run the health check.
   Results appear on screen, and the results are also stored in the `health.log` file in the `/outgoing` directory. For more information about each check, see Reference: TanOS health check results on page 327.



If your health check report prompts you to accept the end-user license agreement (EULA), go to the **tanadmin** menu and enter `Q` to view the EULA. Follow the prompts to accept the license agreement.

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NOTE

The TanOS health check provides a warning when the available space is 70% full on any partition. When the available space is 95% full, TanOS stops all Tanium services to preserve TanOS functionality.

TIP

After you perform the initial configuration for an Appliance, a core backup is scheduled by default. The health check reports an error that automatic backups cannot complete until you set up an encryption key. To remove the error from the health check, you can either add an encryption key or disable the scheduled core backup. For information about how to disable the core backup, see Configure an automatic backup on page 249.

Overview of Tanium Appliance logs, reports, and troubleshooting features

The following logs, reports, and troubleshooting features can help diagnose issues with the Appliance itself. For additional information about logs and troubleshooting for Tanium Core Platform Servers, see Tanium Core Platform troubleshooting and logs in an Appliance deployment on page 309.

- About this Appliance screen: This screen provides information about the Tanium Appliance version, system time, uptime, and basic network configuration details.
- Advanced Support menu: This menu provides options for exporting core files, generating process dumps, and viewing directory space usage.
- Array roles log: This log records events that relate to installation of roles on Appliances.
- Airgap log: This log records events that relate to an air gap installation.
- Backup Restore log: This log records events that relate to the restoration of a core or comprehensive backup.
- Cloud Access Point log: This log records access information for Tanium Clients that connect to Tanium Cloud through an Appliance with the Cloud Access Point role.
- Database Operations menu: This menu provides options for viewing information about Tanium database operations.
- Health Check report: This report provides information on the health of the Appliance operating system, hardware, users, network, services, applications, database replication, RAID security, Postgres SSL, and the virtual machine (if applicable).
- iDRAC log: The iDRAC log provides information about system events and firmware updates in the iDRAC interface.
- Measure data transfer rate: You can measure the data transfer rate between an Array Manager and an Array member to help diagnose network issues between Appliances.
- Network Diagnostics menu: This menu provides options for running network diagnostic procedures, viewing networking information, and viewing firewall details.
- Network Latency log: This log records periodic tests of network latency to help monitor and diagnose network issues between Appliances.

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- Performance Monitoring menu: This menu provides options for viewing information about system activity, processes, input/output usage, CPU usage, and other resource usage.
- Read-only restricted shell: Opening an RO shell enables you to view files on the Appliance file system, including logs that are not accessible through the TanOS console.
- SNMP walk: You can configure integration with a Simple Network Management Protocol (SNMP) manager for collecting and analyzing Appliance information.
- Status menu: This menu provides options for viewing information about system activity, processes, input/output usage, CPU usage, and other resource usage.
- Syslog forwarding: You can forward Appliance logs to a remote syslog server.
- Tanium Support Gatherer: The Tanium Support Gatherer (TSG) provides information on the status of the Appliance system, processes, and network interfaces.
- TanOS event log: This log records major events on the Appliance, such as Server installations, upgrades, initial configuration, software resets, backups, partition synchronization, Tanium Module Server synchronization, Tanium Core Platform services stopped due to lack of disk space, Tanium Server or Module Server failover, and restricted or unrestricted shell access.
- TanOS partition sync log: This log records events that relate to partition synchronization on Appliances with active and inactive partitions.
- TanOS upgrade log: This log records events that relate to Appliance upgrades.
- TCP dump: Running a TCP dump creates a packet capture (PCAP) file for the network interface that you select. PCAP files capture real-time data packets that traverse a network. You can use the files to analyze network traffic and troubleshoot network issues.

Restart services or networking

Check whether a Tanium service needs to be restarted. You can use the TanOS menu to stop a service whether the service is enabled, and you can use TanOS to start a service if the service is enabled.

Restart services

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-1` (Tanium Operations > Tanium Service Control).
3. Enter the line number of the service you want to manage to view the service commands.
4. Type the number of a service control command to issue the command.

Restart networking

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `A-2` (Appliance Configuration > Networking Configuration).
3. Enter `4` to restart networking.

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Exit maintenance mode after an error

Some maintenance procedures that you perform in TanOS automatically enter maintenance mode to ensure Tanium services are not affected by the maintenance operation. When the operation completes, TanOS automatically exits maintenance mode and resumes normal operations. However, if an error occurs during a maintenance operation, TanOS can sometimes stay in maintenance mode. If TanOS indicates that you are unable to perform an operation due to maintenance activity, you can manually exit maintenance mode.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B`-`C` (Appliance Maintenance > Maintenance Mode).
3. Enter `1` to clear any maintenance actions.

Reinitialize replication

Use this procedure after the secondary database server has been promoted to primary, or to reinitialize a broken Tanium cluster.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2`-`B` (Tanium Operations > Cluster Configuration).
3. Enter `E` and follow the prompts to reinitialize replication.

Reindex databases

Use this procedure to reindex databases as directed by Tanium Support, or if you encounter database-related issues in solution logs after a TanOS upgrade.



This operation stops most Tanium services while it is running, and it might take several minutes to complete.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`3`-`I` (Tanium Support > Database Operations > Reindex Databases), and follow the prompt to reindex all databases.

Review TanOS Appliance logs

TanOS Appliance logs record events related to TanOS operations, such as Appliance configuration, installation of roles, TanOS upgrades, status and failures from previous health checks, and other operations at the OS level.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`1`-`1` (Tanium Support > Logs > TanOS Appliance).
3. Select a log from the menu.
4. Select an item to view the log, follow its growth, delete it, or export it to the `/outgoing` directory.

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When you view a log, you can use commands similar to ex editor commands to search for patterns (keywords).

Review Tanium Core Platform logs

If you are diagnosing issues with the Tanium Core Platform installation, review the logs. For additional information about logs and troubleshooting for Tanium Core Platform Servers, see Tanium Core Platform troubleshooting and logs in an Appliance deployment on page 309.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3-1` (Tanium Support > Logs).
3. Enter `2` for Tanium Server, `3` for Tanium Module Server, or `4` for Tanium Zone Server, depending on the role of the Appliance.
4. Select an item to view the log, follow its growth, delete it, or export it to the `/outgoing` directory.

When you view a log, you can use commands similar to ex editor commands to search for patterns (keywords).

Review Tanium solution module logs

If you are diagnosing issues with expected behavior for solution modules, examine the module logs on the Module Server.

1. Sign in to the TanOS console on the Module Server as a user with the `tanadmin` role.
2. Enter `3-2` (Tanium Support > Module Log Files Access).
3. Select a log from the menu.
4. Select an item to view the log, follow its growth, delete it, or copy it to the `/outgoing` directory.

When you view a log, you can use commands similar to vi editor commands to search for patterns (keywords).

Review the configuration

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2-2` (Tanium Operations > Configuration Settings).
3. Use the menu to view and edit Tanium Core Platform Server configuration files.

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Run Tanium Support Gatherer

The Tanium Support Gatherer (TSG) collects system status, process status, network interface status, and so on, to help Tanium Support evaluate possible Appliance or Tanium Core Platform Server issues.

Each Tanium Core Platform Server has a predefined list of files and commands to gather relevant data. The TSG output files are placed in the SFTP outgoing directory. The output files are ZIP archives, named with their collection or module name and a datestamp. The files remain in the outgoing directory until a daily cleanup task removes them. From the TSG menu, you specify a single item (a module or collection of files) or a comma-separated list of items.



The ZIP files are password-protected. The password is the fully-qualified domain name of the Appliance from which the TSG was run.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`A` (Tanium Support > Tanium Support Gatherer).
3. Enter `A` to run the Tanium Support Gatherer.
   TanOS runs the report and indicates the name of the zipped report file.
4. Use SFTP to copy the zipped report to your local machine.

Copy core files



To upload the Core Files directly to an SFTP destination from the /outgoing directory, you must add the tanadmin user's public SSH key to the SFTP user's authorized keys on the remote host. For more information, see Manage SSH keys for TanOS users on page 144.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3`-`X`-`1` (Tanium Support > Advanced Support > Copy Core Files).
3. Enter the line number of the core files to copy.
   TanOS generates a ZIP file containing the compressed core files and uploads it to the `/outgoing` directory.
4. To upload the generated file to an SFTP location using TanOS, enter `Yes` and follow the prompts to enter the SFTP host IP or fully qualified domain name (FQDN), remote user name, and destination directory and file name.

Run tcpdump

Running a TCP dump creates a packet capture (PCAP) file for the network interface that you select. PCAP files capture real-time data packets that traverse a network. You can use the files to analyze network traffic and troubleshoot network issues.

You can add filters to the report to control how much data is captured. You can also see a preview of the report before you run the command.

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1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `3-B` (Tanium Support > TcpDump).
3. Choose the network interface on which you want to run the command.
4. To limit the results, add filters such as IP/FQDN, port numbers, file size, or time range.
5. Enter `yes` or `no` to accept or decline a preview of the file.
6. Enter `yes` to launch TCP dump and create the file.
7. Use SFTP to copy the file from the `/outgoing` directory to your local computer.

Run network diagnostics

Use the Network Diagnostics menu to run basic diagnostic procedures.

Ping a remote system

1. Sign in to the TanOS console of the Appliance as a user with the `tanadmin` role.
2. Enter `3-4-F` (Tanium Support > Run Network Diagnostics > Ping Remote System).
3. Enter the IP address or fully qualified domain name (FQDN) of the system to ping to view connection information.

Test a connection using a remote port

The **Test Remote Port** screen allows you to attempt a connection to a given destination and port using TCP.

1. Sign in to the TanOS console of the Appliance as a user with the `tanadmin` role.
2. Enter `3-4-2` (Tanium Support > Run Network Diagnostics > Test Remote Port (TCP)).
3. Enter the IP address or FQDN of the destination to test.
4. Enter the port number for the connection.
   The TanOS console indicates whether the Appliance can successfully connect using the specified port.

Trace the connection path to a destination

Use the Trace Path screen to run a traceroute command to a remote destination using a specified connection protocol.

1. Sign in to the TanOS console of the Appliance as a user with the `tanadmin` role.
2. Enter `3-4-3` (Tanium Support > Run Network Diagnostics > Trace Path).
3. Enter the protocol to use for the connection, the FQDN or IP address of the destination, and the port to view the connection path between the Appliance and the destination.

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Resolve a host name

1. Sign in to the TanOS console of the Appliance as a user with the `tanadmin` role.
2. Enter `3`-`4`-`4` (Tanium Support > Run Network Diagnostics > Resolve Name).
3. Enter the FQDN to find its IP address.

Check IPSEC

1. Sign in to the TanOS console of the Appliance with the secondary database as a user with the `tanadmin` role.
2. Enter `3`-`4` (Tanium Support > Run Network Diagnostics).
3. Enter `5` to view information about any active IPsec tunnels.

Listening ports

1. Sign in to the TanOS console of the Appliance with the secondary database as a user with the `tanadmin` role.
2. Enter `3`-`4` (Tanium Support > Run Network Diagnostics).
3. Enter `6` to view a list of all detected listening ports.

Show firewall

1. Sign in to the TanOS console of the Appliance with the secondary database as a user with the `tanadmin` role.
2. Enter `3`-`4` (Tanium Support > Run Network Diagnostics).
3. Enter `7` to view firewall details.

View network latency between Array members

VIEW CURRENT NETWORK LATENCY

1. Sign in to the TanOS console of the Appliance with the secondary database as a user with the `tanadmin` role.
2. Enter `3`-`4` (Tanium Support > Run Network Diagnostics).
3. Enter `8` to view the latency between the current Appliance and other Array members.

VIEW NETWORK LATENCY HISTORY

1. Sign in to the TanOS console of the Appliance with the secondary database as a user with the `tanadmin` role.
2. Enter `3`-`1`-`1`-`11` (Tanium Support Menu > Tanium Log Files > TanOS Appliance > Network Latency Log).
3. Enter `V` to view the current log file, or enter the line number of a previous log file if the relevant log entries have been rotated out of the current log file.

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Measure the data transfer rate between an Array Manager and an Array member

You can measure the data transfer rate between an Array Manager and another Appliance in the Array to help diagnose network issues between Appliances.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `1-M` (Tanium Installation > Appliance Array).
3. Enter the line number for the Appliance with which to measure the data transfer rate.
4. Enter `N` to begin the measurement.

Examine Tanium and TanOS files

In rare cases, you or Tanium Support might need to examine Tanium and TanOS files written to the file system.



Any unauthorized access of the Appliance operating system outside of the Tanium provided system UI (TanOS Menu system) voids the warranty of the Appliance.



From read-only and read-write shells, you can access the `/incoming` directory at `/xfer/incoming` and the `/outgoing` directory at `/xfer/outgoing`.

Open read-only restricted shell

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-5` (Appliance Maintenance > Shell Keys).
3. Enter `O` to open a read-only shell.
4. Enter `exit` to close the shell.

Request read-write restricted shell or full shell access

You must follow a special procedure to request read-write restrictive shell access or full shell access.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `B-5` (Appliance Maintenance > Shell Keys).
3. Enter `W` or `F`, and follow the prompts to generate a shell access request package. The package is written to the `/outgoing` folder.
4. Use SFTP to copy the request file from the `/outgoing` directory to your local computer.

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5. Email the file and TanOS version information to Tanium Support. For more information, see Support for Tanium Appliances on page 307.
   Tanium Support sends you a response file. For multiple Appliances, you might receive multiple files named with serial numbers.
6. Use SFTP to copy the response file to the `/incoming` directory. The file name must be in the format `TanOS-key-response*.tgz` or `TanOS-key-serialNo*.tgz`.
7. At the **Appliance Maintenance > Shell Keys** menu prompt, enter `1`, and then enter the number of a response file to validate the response.
   The **Shell Keys** menu now has additional options.
8. Enter `3` to launch the shell.
9. Enter `exit` to close the shell.
10. When you are finished troubleshooting, go to the **Shell Keys** menu and enter `2` to remove shell access.



Shell keys expire seven days after they are created by Tanium Support.

Security of Tanium Appliances

Tanium prioritizes security in all of its products, and the Appliance is no exception. Appliances are built on a minimal OS and include only the packages and services needed to support the Tanium Platform. Appliances are configured with secure defaults, most of which cannot be reduced or disabled. A Security Technical Implementation Guide (STIG) is available from the U.S. Defense Information Systems Agency (DISA) that you can use to validate that all exposed configuration settings are in a secure state.

Tanium releases appliance updates on a regular basis to ensure that packages are up to date and contain the latest fixes. Software bills of material (SBOMs) are available for Tanium Appliance and the Tanium Platform.

Tanium performs regular penetration tests and secure code reviews as part of our overall product security strategy. An attestation document, verifying the penetration tests performed on Tanium Appliances by a third party, is available on request.

Security scanners and antivirus tools are not allowed on Tanium Appliances

The Tanium Appliance is a closed, hardened system intended to run only Tanium software and supporting services. To maintain performance, stability, and security of the Tanium Platform, installation and execution of third-party software is not allowed. Access to the underlying operating system is restricted.

If your compliance, security, or audit process requires information that is not available in the UI, APIs, or menu system, contact Tanium Support and provide information about your requirements so that we can understand enhancements that you might need in the Tanium Appliance. Accessing the underlying operating system to run manual or automated scans or audits is not supported.

Support for Tanium Appliances

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

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

TanOS support lifecycle

Tanium routinely provides security patches, feature improvements and bug fix repairs to TanOS Appliances via in-place upgrades, incrementing TanOS versions forward. These upgrades are the only way to ensure your Tanium Appliance is patched against the latest security vulnerabilities and known software issues, since Tanium only releases versions forward and does not release patches against previously released versions. Tanium offers a fixed date lifecycle policy for Tanium Appliances. Physical hardware support terms are different and can be found in the Hardware Terms and Conditions.

In order to be able to provide support for Tanium Appliances, the TanOS version must not be older than 18 months from the date of release. Customers are required to upgrade TanOS versions that have reached end of support prior to Tanium working on a support case. Customers are strongly encouraged to stay on the latest release of TanOS to ensure they are using the most secure and functional Tanium Appliance product available.

For TanOS versions that are beyond the support lifecycle term, Tanium offers commercially reasonable support as follows:

- Commercially reasonable support incidents will be provided through Tanium Support. If the support incident requires escalation to development for further guidance or requires a non-security or a security update, then customers will be asked to upgrade to a fully supported TanOS version.
- Commercially reasonable support does not include an option to engage Tanium product development resources; technical workarounds may be limited or not possible.

Tanium customers are expected to use the provided upgrade paths to maintain TanOS at a supported version on an ongoing basis. Previous TanOS release dates can be viewed in the release notes to determine if a given version is still within the Tanium support window.

Support information for physical Tanium Appliances

For detailed information about support for physical Tanium Appliances, review your hardware support terms with Tanium. To receive ongoing support services for physical Appliances, renew the annual support and maintenance services on each Appliance. Customers can renew support and maintenance services for a maximum of 6 years from the original purchase date. Tanium Support is always the primary contact for all Tanium Appliance concerns, including hardware issues.

All physical Tanium Appliances include self-encrypting hard drives that are FIPS 140-2 Validated. During initial setup, each Appliance creates a unique encryption key, stored on the RAID controller of the Appliance and not the individual drives. Only you the customer can access, export, or change this key. Because the data on the drive remains encrypted if a drive is removed from an Appliance, no other system can access the data on the drive, and the drive must be reformatted before reuse. Failed hard drives are typically returned to the Appliance hardware OEM. If you choose to keep a failed drive, additional charges might apply.

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Tanium Core Platform troubleshooting and logs in an Appliance deployment

Tanium Core Platform Servers generate several predefined logs that you can use to diagnose issues and unexpected behavior. You can also configure custom logs that copy specific content from the predefined logs based on filters.

NOTE

For information about Tanium Client logs, see Tanium Client Management User Guide: Troubleshooting.

Contact Tanium Support if you need help to analyze logs.

TIP

You can optionally forward entries from any available logs to a syslog destination. For more information, see Configure syslog forwarding on page 264.

Logging levels

The logging level determines how much detail Tanium Core Platform Servers and Tanium Clients record in logs, from 0 (no logging) to 99 (the highest level of detail). Select a level that provides just enough detail for you to understand what happened during an event. If you set the level too high, logs might contain so much detail that finding a particular event becomes difficult, especially if the logs roll over quickly and you must search across multiple files. Furthermore, when the number of log files reaches the maximum, the oldest files are deleted and you lose their record of events. For more information, see Log rollover on page 322.

The following logging levels are best practices for specific scenarios with all Tanium components except TDownloader:

- **1**: Normal (default) logging level. At this level, logs typically record error conditions (such as failed operations) but few informational messages (such as successful operations).
- **11**: Best practice value for long-term troubleshooting. At this level, logs generally record enough information to help you understand the history of issues that occur. You can leave the level at 11 indefinitely without the logs being cluttered with less useful information or rolling over too quickly.
- **41**: Best practice value for temporary troubleshooting. At this level, logs record details that are useful for diagnosing specific issues. When you finish troubleshooting the issue, the best practice is to revert to a lower logging level.
- **91** or higher: Most detailed logging level for advanced debugging. Because this level causes logs to roll over quickly and include details that are excessive for most scenarios, use it only for short periods and then revert to a lower logging level.

NOTE

A value of `0` disables logging. As a best practice, do not disable logging.

In the case of TDownloader, which typically records fewer log messages than other components, it is a best practice to set the logging level at **41** for typical use.

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The logging level that you set on a platform Server or Tanium Client applies to all the log types on that Server or Client, except for custom logs. You can also set the TDownloader log on page 320 to a different level than other logs on the same Tanium Server or Module Server. You have the following options for changing the logging level:

- **Tanium Server and Tanium Module Server**: Change the logging level through Tanium Console. For more information, see Tanium Console User Guide: Configure Server logging levels.
- **All Tanium Core Platform Servers**: Configure the **LogVerbosityLevel** settings through the Console (see Reference: Deployment-related settings) or the TanOS menus on the Appliance (see Manage Tanium Core Platform settings).
- **TDownloader**: Configure the **LogVerbosityLevel** setting through the TanOS menus on the Appliance (see Manage the TDownloader configuration).
- **Custom logs**: For more information about the logging level impact on custom logs, or to change the level, see CLI options for custom logs on page 325.
- **Tanium Client**: Configure the **LogVerbosityLevel** setting on the Tanium Client. For more information, see Tanium Client Management User Guide: LogVerbosityLevel and Tanium Client Management User Guide: Modify Client settings.

Troubleshooting workflow

Before you begin

As a best practice, configure the Tanium Platform Analyzer (TPAN) report with the following settings. The report can facilitate future troubleshooting regardless of whether your deployment currently has issues. For the specific steps, see Tanium Health Check User Guide: Configuring Health Check.

- **Number of reports to keep on disk**: Enter `12`.
- **Metrics collection schedule**: Select **Every 15 minutes**.

  NOTE

  To see the current metrics, use your browser to navigate to `https://<Tanium Server URL>/metrics` and sign in as a user with the **Administrator** reserved role.

- **Enable Collection**: Select **Enabled**.
- **Set Collection Schedule**: Run the report at least once per week.
- **Log Level**: Select **Debug**.
- **VDI in use**: Select **Yes** if any Tanium Clients run on virtual desktop infrastructure (VDI) endpoints.
- **Active-Active 50/50?**: Select **Yes** if the Tanium Servers have an active-active configuration.

NOTE

You can use the default values for other settings.

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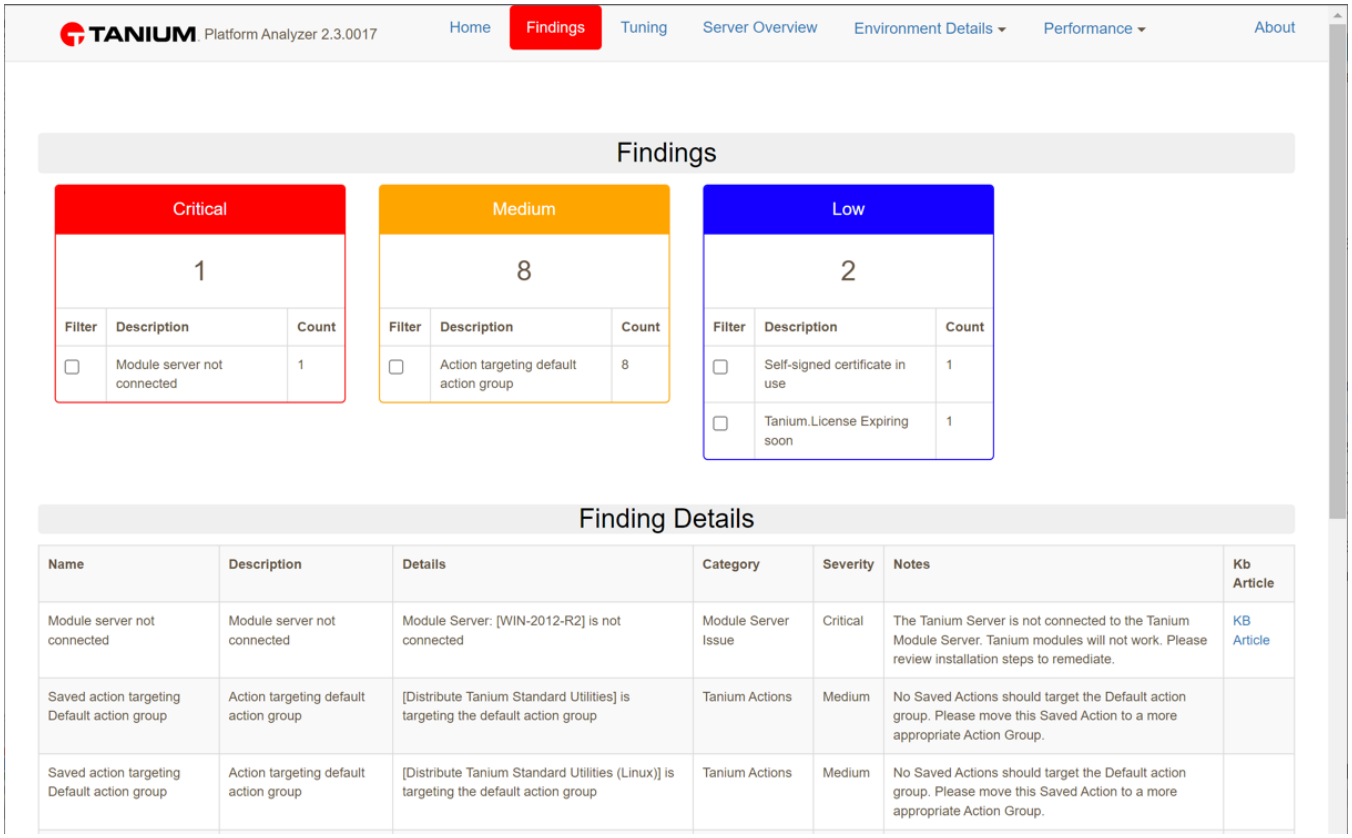
Tanium Support might ask you to send TPAN reports if you request troubleshooting assistance. You can manually download the reports and manually or automatically share them with Tanium. For more information, see Tanium Health Check User Guide: Generating reports.

Figure 6: TPAN report



Troubleshoot issues during Server deployment or solution operations

The following steps represent an overview of the tasks to perform if issues occur during the installation or upgrade of Tanium Core Platform Servers, or during the regular operation of Tanium solutions:

1. Perform troubleshooting tasks that are specific to the activity during which the issue occurred, as described in the following guides. First perform the tasks that do not require reviewing logs. If those initial tasks do not resolve the issue, perform the remaining tasks in this workflow to review reports and logs.

Activity	User Guide
Installing or upgrading the Tanium Appliance	Tanium Appliance Support and Troubleshooting
Deploying and managing Tanium Clients	Tanium Client Management User Guide: Troubleshooting
Performing regular operations in Tanium Console or Interact	Tanium Console User Guide: Troubleshooting
Performing regular operations in other Tanium modules or shared services	Tanium Console User Guide: Troubleshoot solution-specific issues

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2. Run and review the TPAN report on page 321 for a comprehensive view of the issues, risks, and performance of your Tanium environment.
3. If Tanium Console displays error messages, review them in the Console local error log on page 314.
4. Review the Tanium Core Platform Server logs on page 318. These are the most comprehensive logs in terms of recording the broadest range of events.
5. Review any other log types based on the activity during which the issue occurred. For example, if users encounter role permission errors during Console operations, review the RBAC log. For more information, see Tanium Core Platform troubleshooting and logs in an Appliance deployment on page 309.
6. (Optional) If the logs do not have enough detail for you to understand an issue, raise the logging level to 41 (see Logging levels on page 309) and repeat the operation that triggered the issue. For example, import a solution if the previous attempt to import it failed.

   

   After you finish troubleshooting, set the logging level to 11 or lower.
7. If analyzing logs on your own is insufficient to diagnose the issue, create a support package to send to Tanium Support and then Contact Tanium Support for additional help. The issue that you are troubleshooting determines which support package to send:
   - **Issues with specific Tanium solutions**: For more information, see Solution logs and support packages on page 318.
   - **Issues with the Tanium Appliance**: To run and export a on the status of the Tanium Appliance system, processes, and network interfaces, see Run Tanium Support Gatherer.

Log and report types

You can view the **Local Error Log** through Tanium Console. The requirements for viewing other log types vary by infrastructure:

- **Platform Server logs**: You must sign in to the TanOS console as a user with the `tanadmin` role to access most logs. However, some logs require you to open a read-only (RO) restricted shell. For more information, see Open read-only restricted shell.
- **Tanium Client logs**: You require access to the endpoint hosts.

  In addition to viewing action logs directly on individual endpoints, you can use the Console to view the action logs of up to 50 endpoints. For more information, see Tanium Console User Guide: Investigate action-related issues.

The following Tanium Core Platform Server logs are available.



For log types that are available on Tanium Clients, see Tanium Client Management User Guide: Troubleshooting.

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NOTE

For logs that apply specifically to TanOS and the Tanium Appliance, see Overview of Appliance logs, reports, and troubleshooting features.

- Action scheduler log on page 314
- Authentication log on page 314
- Console local error log on page 314
- Database upgrade log on page 314
- Download catalog cleaner log on page 314
- HTTP connection log on page 315
- LDAP log on page 315
- Module plugin history log on page 315
- Module-provided privileges log on page 316
- Package cache cleaner log on page 316
- Package download log on page 316
- PKI log on page 317
- PKI TLS log on page 317
- PostgreSQL installation log on page 317
- RBAC log on page 317
- Server logs on page 318
- Solution logs and support packages on page 318
- TDownloader log on page 320
- TPAN report on page 321
- Workbenches manager log on page 321

NOTE

Platform Servers do not generate certain log types unless errors occur or you raise the logging level beyond a specific threshold.

In the following sections, variables such as <*Tanium Server*> represent Server installation directories.

TIP

To find specific events in a log, you can open it in a text editor or use CLI commands to search for keywords. For examples of useful search strings, see Filter regex on page 325.

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Action scheduler log

- **Access**: Open read-only restricted shell and view the log `/opt/Tanium/TaniumServer/Logs/action-scheduler<#>.txt`.
- **Content**: This log records events that relate to scheduled actions, such as why the Tanium Server did or did not deploy actions. For example, the log records Tanium Client connection failures. At logging levels between 1 (default) and 41, the Server generates the log only if errors occurred, such as actions failing to deploy. To record additional details for normal (successful) operations of scheduled actions, set the logging level to 91.

Authentication log

- **Access**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), `2` (**Tanium Server** menu), and `8` (**Auth0 Log**).
- **Content**: This log records user and service account access to Tanium Console or the Tanium API through all authentication methods, including SAML SSO, Lightweight Directory Access Protocol (LDAP), Active Directory (AD), Windows authentication, TanOS local authentication service, and API tokens.

Console local error log

- **Access**: Sign in to Tanium Console, click expand the ***<user name>*** drop-down menu in the Main menu (header), and select **Local Error Log**.
- **Content**: Tanium Console maintains an error log on the local host computer for your web browser. It includes details on the last 100 errors that were returned to the Console in response to actions that you performed through the browser. For example, the log records errors that are associated with attempting to save a configuration or import a content file. The Console maintains a separate log for each browser that you use. For more information, see Tanium Console User Guide: Work with the Console error log.

Database upgrade log

- **Access**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), `2` (**Tanium Server** menu), and `7` (**DB Upgrade Log**).
- **Content**: This log records actions that the Tanium Server installer performs on Tanium database schemas when you upgrade the Tanium Core Platform.

Download catalog cleaner log

- **Access**: Open read-only restricted shell and view the log `/opt/Tanium/TaniumServer/Logs/download-catalog-cleaner<#>.txt`.
- **Content**: This log records events that relate to the periodic removal of files from the Tanium Server downloads directory. These are files that Tanium Clients request from Internet URLs upon executing certain content, such as action packages or sensors that require the files. The downloads cleaning process removes files only if they are associated with an allowed URL that has an expiration configured (default is seven days) and the files have expired. For more information about allowed URL settings, see Tanium Console User Guide: Managing allowed URLs.

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TIP

Review the following logs for similar issues:

- Package download log on page 316: This log records events that relate to the downloads queue for package files.
- Package cache cleaner log on page 316: This log records events that relate to the removal of package files from the Tanium Server chunk cache (a sub-directory of the downloads directory).
- TDownloader log on page 320: This log records download events on the Tanium Server.

HTTP connection log

- **Access**: Open read-only restricted shell and view the log `/opt/Tanium/TaniumServer/Logs/http-access<#>.txt`.
- **Content**: This log records all HTTP requests that are sent to port 443 on the Tanium Server. For example, the log records registration attempts by Tanium Clients or the Zone Server and Tanium API access attempts. The log includes timing information for the requests, such as date-time and duration.

LDAP log

- **Access**: Open read-only restricted shell and view the log `/opt/Tanium/TaniumServer/Logs/ldap<#>.txt`.
- **Content**: This log records LDAP synchronization and authentication events for interactions between the Tanium Server and LDAP servers.

NOTE

At any given time in an active-active deployment, only one Tanium Server performs synchronization and records synchronization events in its LDAP log.

The Authentication log on page 314 can also help you troubleshoot LDAP authentication issues.

Module plugin history log

- **Access**: Open read-only restricted shell and view the log on each Server:
  - **Tanium Server**: `<Tanium Server>/Logs/module-history<#>.txt`
  - **Module Server**: `<Module Server>/Logs/module-history<#>.txt`
- **Content**: This log records all HTTP requests from the Tanium Server to any solution on the Module Server. For example, if a Tanium Console user tries to access the **Endpoints by Compliance Rule Failures** chart, the user browser sends the request to the Tanium Server, which forwards the request to the Module Server, which forwards the request to the Tanium™ Risk service. The log also records *plugin* executions. A plugin is an extension to a Tanium Core Platform component or solution. Plugin operations are usually transparent to users. However, Tanium Support might instruct you to review plugin details when troubleshooting unexpected behavior.

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Module-provided privileges log

- **Access**: Open read-only restricted shell and view the log `/opt/Tanium/TaniumServer/Logs/module-provided-privileges<#>.txt`.
- **Content**: This log records events that relate to dependencies among Tanium solutions with respect to implicitly provided permissions. For example, if Tanium™ Deploy references a content set in Tanium™ Trends, an error occurs if you import Deploy but not Trends. As another example, the log records an error if you delete a content set that is associated with role permissions that are assigned to users. The Tanium Server generates this log only if the logging level is at least 40.

Package cache cleaner log

- **Access**: Open read-only restricted shell and view the log `/opt/Tanium/TaniumServer/Logs/package-cleaner<#>.txt`.
- **Content**: The Tanium Server uses cache storage for packages and associated files that actions reference. To conserve disk space, the Server periodically removes packages and files that are no longer referenced by an action that has an issue date-time in the future. Before removing the package and files, the Server waits until they have aged past the expiration interval (default 120 days) since the last issue date-time.

  Review the following logs for similar issues:

  - Download catalog cleaner log on page 314: This log records events that relate to the removal of files that the Tanium Server downloads to serve Tanium Client requests.
  - Package download log on page 316: This log records events that relate to the downloads queue for package files.
  - TDownloader log on page 320: This log records all download events on the Tanium Server.

Package download log

- **Access**: Open read-only restricted shell and view the log `/opt/Tanium/TaniumServer/Logs/package-download<#>.txt`.
- **Content**: This log records events that relate to the download queue for package files that the Tanium Server downloads and deploys to Tanium Clients through actions. For example, the log might indicate why certain packages are not in the download queue. The Server generates this log only if the logging level is at least 20.

  Review the following logs for similar issues:

  - Download catalog cleaner log on page 314: This log records events that relate to the removal of files that the Tanium Server downloads to serve Tanium Client requests.
  - Package cache cleaner log on page 316: This log records events that relate to the removal of

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package files from the Tanium Server chunk cache.

- TDownloader log on page 320: This log records all download events on the Tanium Server.

PKI log

- **Access**: Open read-only restricted shell and view the log on each Server:
  - **Tanium Server**: `<Tanium Server>/Logs/pki<#>.txt`
  - **Module Server**: `<Module Server>/Logs/pki<#>.txt`
  - **Zone Server**: `<Zone Server>/Logs/pki<#>.txt`
- **Content**: This log records events that relate to changes in the set of digital keys that Tanium Core Platform components use to prove their identity to each other. For example, the log records key generation and revocation events. The log also records events that relate to trust approvals and denials among Tanium Servers, Zone Server Hubs, and Zone Servers.

PKI TLS log

- **Access**: Open read-only restricted shell and view the log on each Server:
  - **Tanium Server**: `<Tanium Server>/Logs/pki-tls<#>.txt`
  - **Module Server**: `<Module Server>/Logs/pki-tls<#>.txt`
  - **Zone Server**: `<Zone Server>/Logs/pki-tls<#>.txt`
- **Content**: This log records events that relate to Transport Layer Security (TLS) connections among Tanium Core Platform Servers and Tanium Clients. For example, the log records TLS handshake failures that occur due to expired certificates.

PostgreSQL installation log

- **Access**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `3` (**Database Operations** menu), `1` (**Display Postgre log file**), and `2` (**postgres.log**).
- **Content**: This log records events that relate to the PostgreSQL database that the Module Server installer creates locally as the storage system for Tanium solutions.

RBAC log

- **Access**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), `2` (**Tanium Server** menu), and `3` (**Tanium Server RBAC Log**).
- **Content**: This log records events that relate to Tanium role-based access control (RBAC). If users attempt operations that their assigned roles do not allow, the log indicates which permissions are missing. These operations include viewing, editing, reassigning, creating, or deleting configuration objects that are associated with permissions. Some examples are viewing persona configurations, editing sensors, reassigning computer groups for a user, moving filter groups to other content sets, or deleting platform settings.

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TIP

Tanium Console displays an alert when you attempt an operation that fails due to missing permissions. You can then view the Console error log to find the reference number (`Ref# <hash>`) for that error. To see more details for the error, use the same reference number to find the corresponding entry in the RBAC log. The following entry is an example from the Console error log:

```
ERROR: 400 Bad Request RBAC Exception (Ref# 1f14e8215610cf72):
RBACInsufficientPrivilege
```

The corresponding entry in the RBAC log might resemble the following record:

```
2020-10-02T19:22:24.076Z[00:001652:] RBAC Exception (Ref#
1f14e8215610cf72) thrown during SOAP request processing:
RBACInsufficientPrivilege - Operation: add question -
Privileges: Any of these privileges ('administrator', 'write
sensor', 'write action', 'write action for saved question',
'approve action', 'content administrator', 'write package',
'define question')
```

For more information, see Tanium Console User Guide: Work with the Console error log.

Server logs

- **Access**:
  - **Tanium Server**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), `2` (**Tanium Server** menu), and `1` (**Tanium Server Log**).
  - **Module Server**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), and `3` (**Tanium Module Server**).
  - **Zone Server**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), and `4` (**Tanium Zone Server**).
- **Content**: Each Tanium Core Platform Server has a main log that is the most comprehensive in terms of which events it records. The Server log includes all the events that other log types do not record. For example, the Tanium Server log records Tanium database access errors that result from incorrect credentials or permissions.

Solution logs and support packages

- **Log access**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `2` (**Module Log files Access** menu), and `<solution>`.
- **Log content**: Each Tanium solution generates a log that records events that relate to the activities of that solution. Solutions include modules (such as Comply), shared services (such as Client Management), and platform services (such as Tanium Data Service).

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- **Support packages**: Tanium solutions enable you to create packages that collect all the logs and files that are relevant for troubleshooting. Tanium Support might request that you provide these packages to help you troubleshoot. See:
    - Asset
    - Automate
    - Benchmark
    - Certificate Manager
    - Client Management
    - Comply
    - Connect
    - Console
    - Criticality
    - Deploy
    - Direct Connect
    - Directory Query
    - Discover
    - Endpoint Configuration
    - Endpoint Management for Operational Technology
    - End-User Notifications
    - Enforce
    - Engage
    - Gateway
    - Guide
    - Health Check
    - Impact
    - Integrations Gallery
    - Integrity Monitor
    - Interact
    - Investigate
    - Jump Gate
    - Patch

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- Performance
- Provision
- Reporting
- Reputation
- Reveal
- Threat Response
- Trends
- Zero Trust

TDownloader log

- **Access**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options for the corresponding Server:
  - **Tanium Server**: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), `2` (**Tanium Server** menu), and `2` (**Tanium Server TDL Log**)
  - **Module Server**: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), `3` (**Tanium Module Server** menu), and `2` (**Tanium Module Server TDL Log**)
- **Content**: This log records a history of the actions that the TDownloader service performs when it downloads files from Tanium and other Internet locations. If your deployment includes a proxy server, the log records connection status events on the proxy. The log might help you troubleshoot when importing or updating Tanium modules, shared services, content packs, and content configurations (such as package definitions).

BEST PRACTICE

The TDownloader log has its own logging level setting that you can configure independently of other logs on the same Server. The default logging level is **1**. However, because TDownloader typically records fewer log messages than other components, you can set it to **41** indefinitely for improved troubleshooting without the TDownloader log becoming cluttered with less useful information or rolling over too quickly. Configure the **LogVerbosityLevel** setting for TDownloader through the TanOS menus on the Appliance (see Manage the TDownloader configuration).

TIP

If the TDownloader log indicates certificate errors, you might resolve the errors by updating the certificates that the service uses for downloads authentication. For more information, see Tanium Console User Guide: Managing remote authentication.

Review the following logs for similar issues:

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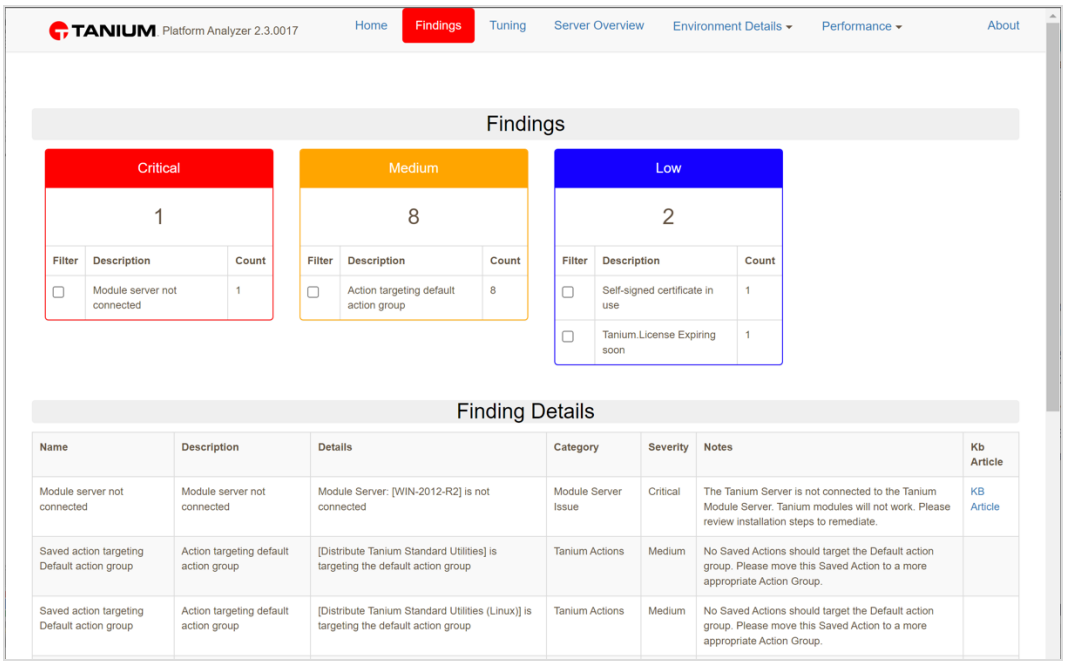
TIP

- Download catalog cleaner log on page 314: This log records events that relate to the removal of files that the Tanium Server downloads to serve Tanium Client requests.
- Package cache cleaner log on page 316: This log records events that relate to the removal of package files from the Tanium Server chunk cache.
- Package download log on page 316: This log records events that relate to the downloads queue for package files.

TPAN report

- **Access**: Generate TPAN reports through Tanium Health Check. For more information, see Tanium Health Check User Guide: Generating reports.
- **Content**: Provides a comprehensive view of the issues, risks, and performance of your Tanium environment. You can download reports locally to share with Tanium Support. Regularly collecting and sharing these reports can help Tanium provide you with the best support.



Workbenches manager log

- **Access**: Sign in to the TanOS console as a user with the `tanadmin` role and enter the following sequence of menu options: `3` (**Tanium Support** menu), `1` (**Tanium Log Files** menu), `2` (**Tanium Server** menu), and `5` (**Tanium Server Workbenches**).
- **Content**: This log records events that relate to the installation and uninstallation of workbenches for Tanium solutions (modules and shared services). A *workbench* is the user interface that you use to perform solution operations.

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Log rollover

To clear space for new logs, Tanium Core Platform Servers roll over and compress existing logs when they exceed the maximum log size (10 MB) and maximum number of logs. The maximum number of log files varies by log type and format. By default, custom log types have a maximum of 10 plain text logs and 10 ZIP logs.

Number of log files

Log File Name	Plain Text	ZIP
`action-scheduler<#>.txt`	10	10
`auth<#>.txt`	10	10
`database-upgrade<#>.txt`	10	10
`download-catalog-cleaner<#>.txt`	10	10
`http-access<#>.txt`	2	3
`Install_postgres.log`	1	0
`ldap<#>.txt`	10	10
`log<#>.txt` (main Server log for each Tanium Core Platform Server)	10	10
`log<#>.txt` (TDownloader log)	10	0
`module-history<#>.txt`	2	3
`module-provided-privileges<#>.txt`	10	10
`package-cleaner<#>.txt`	10	10
`package-download<#>.txt`	10	10
`pki<#>.txt`	10	10
`pki-tls<#>.txt`	10	10
`rbac<#>.txt`	10	10
`tanium-data.log<#>.txt`	10	10
`workbenches_manager.log`	1	0

The following sections describe the rollover process. The variable *<log_type#>*`.txt` represents a log file name (such as `log0.txt`):

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Rollover for plain text logs

When the first log file `<log_type>0.txt` reaches 10 MB in size, it is renamed `<log_type>1.txt` and a new `<log_type>0.txt` is created. When `<log_type>0.txt` again reaches 10 MB, `<log_type>1.txt` is renamed `<log_type>2.txt`, `<log_type>0.txt` is again renamed `<log_type>1.txt`, and `<log_type>0.txt` is again recreated. The process of rolling logs whenever `<log_type>0.txt` reaches 10 MB continues until the maximum number of plain-text logs exist. For example, each Tanium Core Platform Server log has a maximum of 10 plain-text logs: `log0.txt` to `log9.txt`.

Rollover for ZIP logs

After recording the maximum number of plain-text logs, the oldest log is compressed. For example, `log9.txt` is saved as `log10.zip`. When `<log_type>0.txt` again reaches 10 MB, the file name of the first ZIP log is incremented (for example, `log10.zip` becomes `log11.zip` and the oldest plain-text log is again compressed and replaces the first ZIP log. The ZIP file rollover process continues until the maximum number of ZIP files exist. For example, each Tanium Core Platform Server log has a maximum of 10 ZIP files: `log10.zip` to `log19.zip`. When `<log_type>0.txt` reaches 10 MB again after that, the first ZIP log is created again (such as `log10.zip`) but the oldest ZIP log (such as `log19.zip`) is not renamed and is effectively dropped because the second oldest ZIP file replaces it (for example, `log18.zip` becomes the new `log19.zip`).

Create a custom log for Tanium Core Platform Servers

If you want to troubleshoot only specific information in predefined Tanium logs, you can configure a Tanium Core Platform Server to filter the logs based on a regular expression and to copy the matching content to a custom log. Custom logs are especially useful if you set a high logging level for the predefined logs such that they roll over too quickly and record too much information for you to easily find specific issues. You can create as many custom logs as necessary and base each one on a different filter. After you configure a new log type, the Tanium Core Platform Server creates a custom log file upon recording an event in a predefined log that matches the regular expression. Thereafter, whenever the predefined logs record additional events that match the filter, the server copies those records to the custom log.



Log filtering can consume significant resources on a server, especially if you set a high logging level. Therefore, the best practice is to remove custom logs after you finish a troubleshooting session. For more information, see the logging level setting in the CLI options for custom logs on page 325 table.

You can also configure custom logs on a Tanium Client. For more information, see Tanium Client Management User Guide: Create a custom log for a Tanium Client.

Perform the following procedure with the options listed in the CLI command executables and options for custom logs table, using the TanOS console on the applicable Server.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2` to go to the **Tanium Operations** menu.
3. Enter `2` to go to the **Configuration Settings** menu.
4. Enter `1` to go to the **Tanium Server Config Settings** menu.

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5. For each log setting (LogVerbosityLevel, LogPrefix, and FilterRegex), enter `A` to add the setting and then enter its value. The CLI command executables and options for custom logs table describes the settings. For the `<log subject>`, specify any text string to identify the purpose of the log.

   - Logs.<*log subject*>.LogVerbosityLevel
   - Logs.<*log subject*>.LogPrefix
   - Logs.<*log subject*>.FilterRegex

   For example, if the log is for troubleshooting common access card (CAC) authentication, you might specify the following values:

   - `Logs.CAC.LogVerbosityLevel` = `41`
   - `Logs.CAC.LogPrefix` = `CACAuthLog`
   - `Logs.CAC.FilterRegex` = `.*Client Certificate auth.*`

To review the log after the Appliance generates messages that match the filter:

1. Open a read-only (RO) restricted shell. For more information, see Open read-only restricted shell.
2. Go to the `Logs` directory:

   ```
   cd /opt/Tanium/TaniumServer/Logs
   ```

3. List the directory contents:

   ```
   ls -la
   ```

   The following is an example of the output, including the custom log CACAuthLog:

   ```
   total 1264
   drwxr-x---. 2 tanium tanium 4096 Nov 16 21:24 .
   drwxr-x---. 20 tanium tanium 4096 Nov 16 22:15 ..
   -rw-r-----. 1 tanium tanium 685 Nov 16 21:28 CACAuthLog0.txt
   -rw-r-----. 1 tanium tanium 2805 Oct 26 19:39 auth0.txt
   -rw-r-----. 1 tanium tanium 322930 Oct 26 18:41 database-upgrade0.txt
   -rw-r-----. 1 tanium tanium 857760 Nov 16 19:36 http-access0.txt
   -rw-r-----. 1 tanium tanium 31873 Nov 16 20:01 log0.txt
   -rw-r-----. 1 tanium tanium 27082 Nov 16 19:36 module-history0.txt
   -rw-r-----. 1 tanium tanium 17223 Nov 16 19:33 package-cleaner0.txt
   -rw-r-----. 1 tanium tanium 3300 Oct 26 18:46 pki0.txt
   ```

4. Display the custom log contents using standard UNIX commands such as **more**, **cat**, or **tail**:

   ```
   more CACAuthLog0.txt
   ```

5. When you finish viewing the log contents, enter `exit` to close the shell.

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CLI options for custom logs

Executable/Option	Description
Log prefix	The log file prefix. The server automatically appends a number to the prefix and adds the suffix (.txt) upon generating the log. For example, if you enter `CertificateAuthentication` as the prefix for a custom server log, the first file that the Client generates for that log type is `CertificateAuthentication0.txt`.
Filter regex	The regular expression to use for filtering the predefined logs. The Server or Client copies log entries that match the filter to the custom log. NOTE: The filter applies only to log messages, not to thread names, thread IDs, or timestamps. The following are examples of useful filter expressions for the Tanium Server `Install.txt` log: • `.*Begin MiniDumper.*` records messages about application crashes. • `.*Failing to sync sensors.*` identifies sensor synchronization failures. • `.*msg=NoMaxAgeFound.*` records instances where the Tanium Server issues a question that uses deleted sensors. • `.*Client Certificate auth.*` records authentication messages relating to Tanium Client certificates. This is useful for troubleshooting smart card (common access card) authentication issues. For more information, see Troubleshoot smart card authentication. The following are examples of useful filter expressions for Tanium Server or Zone Server `Install.txt` logs: • `.*Begin registration.*` identifies Tanium Clients that are trying to register. • `.*Registration complete.*` identifies Clients that successfully registered.

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CLI options for custom logs (continued)

Executable/Option	Description
Logging level	The logging level of the custom log. For more information, see Logging levels on page 309. IMPORTANT Higher logging levels consume more resources on the server. If different custom log types have different levels, the server generates all log types at the highest level that is set for any custom log type. This ensures that filter matching applies to all log messages at the highest configured level. However, in this case, each log file still contains only the level of detail that corresponds to the level you set for its log type. For example, you might set the logging level to 1 for predefined logs on the Tanium Server and set the level to 91 for a custom log. In this case, the server generates log messages at level 91 for all log types and the custom log contains messages at level 91, but the predefined logs contain messages only at level 1.

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Reference: TanOS health check results

The TanOS health check provides an overview of the health of the TanOS environment on a Tanium Appliance. After initial configuration, TanOS automatically runs a health check every 15 minutes. The results for the latest health check are stored in the `health.log` file in the `/outgoing` directory. For information about manually running a health check, see Run the Health Check on page 298.

BEST PRACTICE

The health check sends alerts if they are enabled. As a best practice:

- Enable alerts.
- Configure a severity level for alerts that matches the checks for which you want to receive alerts.
- Configure an SMTP destination to send email alerts.
- (Optional) Configure a syslog destination.

For information about configuring alerts, see Configure syslog alerts on page 267.

Is EULA accepted

TanOS EULA acceptance health check results

Check	Description	Severity	Condition	Remediation
`Is EULA Accepted`	Checks whether the end-user license agreement (EULA) has been accepted. Reports the user who accepted the EULA and the time at which it was accepted.	WARN	EULA not accepted	From the main menu, enter `Q` to view the EULA. Follow the prompts to review and accept the EULA.

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Operating System health

TanOS operating system health check results

Check	Description	Severity	Condition	Remediation
CPU	Checks for excessive processor usage across all cores. The reported value is snapshot of a single point in time. BEST PRACTICE Use SNMP polling for continuous monitoring of processor utilization. For more information, see Configuring SNMP on page 269.	WARN	>90% average CPU usage across all processors	• Review the CPU usage of running processes to determine whether certain processes might be consuming excessive processor time. Contact Tanium Support for assistance in troubleshooting such processes. TIP You can use the htop command to monitor processes and resource usage. • After determining the cause of the issue, you can, as a temporary measure, restart Tanium services or reboot the Appliance. If possible, determine the cause before restarting to avoid delaying a diagnosis. • For a virtual Tanium Appliance or cloud-based Tanium Appliance, increase system resources.

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TanOS operating system health check results (continued)

Check	Description	Severity	Condition	Remediation
`Memory`	Checks for low available RAM. Because of the way Linux manages memory, it is common for available RAM to be below 10% in production. However, if the RAM is full and the Appliance uses a significant amount of swap space, performance might degrade.	ERROR	No available memory	• If the Swap check is `2` or lower, low available RAM is usually not a cause for concern. • If an ERROR condition is frequent for the Memory check, or if the Swap check is `3` or higher, review the following remediation recommendations: ◦ Review the memory usage of running processes to determine whether certain processes might be using excessive memory. Contact Tanium Support for assistance in troubleshooting such processes. TIP: You can use the htop command to monitor processes and resource usage. ◦ After determining the cause of the issue, you can, as a temporary measure, restart Tanium services or reboot the Appliance. If possible, determine the cause before restarting to avoid delaying a diagnosis. ◦ For a virtual Tanium Appliance or cloud-based Tanium Appliance, increase available RAM.
		WARN	<10% available memory	
`Swap`	Indicates the concurrent I/O pages swapped per second.	INFO	N/A	

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TanOS operating system health check results (continued)

Check	Description	Severity	Condition	Remediation
`Partition <partition name>`	Checks the used space on disk partitions **IMPORTANT** When disk usage exceeds 95% on a critical partition (`/`, `/var`, `/log`, or `/opt`), TanOS stops all Tanium services to preserve TanOS functionality.	ERROR	>95% disk usage on a critical partition (`/`, `/var`, `/log`, or `/opt`)	• If any partition reports a WARN condition, determine what is using the space and reduce the size before filling up the partition. If necessary, contact Tanium Support for assistance. • For a virtual Tanium Appliance or cloud-based Tanium Appliance, increase available storage for the virtual machine or cloud instance, and then increase storage on the Appliance. • For a physical Tanium Appliance, contact Tanium Support for assistance.
		WARN	>75% disk usage on any partition	
`Boot Check`	Checks the boot type configured for the Appliance. TanOS must be configured for EFI boot on a physical Tanium Appliance. On a virtual Tanium Appliance or cloud-based Tanium Appliance, both EFI and BIOS boot are allowed.	INFO	BIOS boot with a physical Appliance	Contact Tanium Support for assistance.
`GRUB key`	Checks whether the GRUB key in use on the Appliance is valid.	WARN	Invalid GRUB key	Generate a new GRUB key. For more information, see Change the GRUB key password on page 226.
`Active partition`	Reports which partition set TanOS is using. This can be useful information when alternate partitions are in use for a physical Tanium Appliance or virtual Tanium Appliance. This check is informational and always reports a "pass" condition.	N/A	N/A	N/A
`Upgrade`	Checks whether a TanOS upgrade has failed	ERROR	Upgrade failed	Reattempt the TanOS upgrade. If the upgrade fails repeatedly, collect a Tanium Support Gatherer (TSG) bundle and contact Tanium Support.

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Hardware health

TanOS hardware health check results

Check	Description	Severity	Condition	Remediation
`hardware type`	**Physical Tanium Appliance:** Reports the hardware Appliance code **Virtual Tanium Appliance or cloud-based Tanium Appliance:** Reports the virtual Appliance code This check is informational and always reports a "pass" condition.	N/A	N/A	N/A
`RAID controller <#> security key`	**Physical Tanium Appliance only:** Checks whether the RAID controller security key is set, which is necessary for proper encryption of the RAID array	WARN	RAID controller security key is not properly set	Contact Tanium Support for assistance.
`disk encryption`	**Physical Tanium Appliance only:** Checks the status of disk encryption in the RAID array	WARN	Disk encryption not configured correctly	Contact Tanium Support for assistance
`hardware SEL`	**Physical Tanium Appliance only:** Checks the usage of the hardware system event log	ERROR	>90% of log space used	Sign in to the iDRAC virtual console as the `tanremote` user, and clear the hardware system event log.

User health

TanOS user health check results

Check	Description	Severity	Condition	Remediation
`user <username>`	Checks that each TanOS user has the correct level of privileges for the role assigned to that user	ERROR	User privileges do not match the assigned role	Contact Tanium Support for assistance.
`admin users`	Checks that at least two users have been given the `tanadmin` role	INFO	Only one user has the `tanadmin` role assigned	Create another TanOS user with the `tanadmin` role.

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TanOS user health check results (continued)

Check	Description	Severity	Condition	Remediation
`system user policies`	Checks that the security policies for each TanOS user match the user security policies that are configured for the Appliance	ERROR	A security policy for a user does not match the policy configured for the Appliance	Reapply the security policy that is not properly applied.
`MFA Policy`	Checks that more than one authentication method is globally enabled for all users	WARN	Only one authentication method is configured globally	Require at least two of the available authentication methods: key authentication, password authentication, or multifactor (TOTP) authentication.

Network health

TanOS network health check results

Check	Description	Severity	Condition	Remediation
`own hostname resolution`	Checks that the Appliance can resolve its own host name	INFO	DNS timeout or an unknown error occurred	Check that the DNS configuration is correct. Work with your network administrator to resolve DNS or other network issues, and perform another health check.
		ERROR	Own host name cannot be resolved	Check that the host name and DNS configuration is correct. If the resolution relies on DNS, work with your network administrator to resolve DNS issues.
`mount <module share>`	Checks whether a configured module share is disconnected	ERROR	Module share is configured but not mounted	List and test module file share mounts. If necessary delete the mount and re-create it. For more information, see Configure solution module file share mounts on page 208.
`Connection tracking`	Checks the ratio of network connections to the maximum number allowed for the Appliance	INFO	>70% of available network connections in use	Contact Tanium Support to assist in determining the cause of the high number of connections.

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Service health

TanOS service health check results

Check	Description	Severity	Condition	Remediation
`chronyd service`	Checks that the time synchronization service is running and that the time is synchronized	ERROR	Service is not running or status cannot be determined	Check the status of the chronyd service, and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.
		WARN	Time not synchronized	• Make sure that a valid time synchronization source is provided for the NTP configuration. • Restart the chronyd service.
`host time`	**Virtual Tanium Appliance only:** Checks the time difference between the host and virtual Appliance	WARN	Time difference >5s	• Make sure that a valid time synchronization source is provided for the NTP configuration. • Make sure a valid time synchronization source is provided for the NTP configuration on your hypervisor host. • Restart the chronyd service.
`rsyslog service`	Checks that the rsyslog service is running	ERROR	Service is not running or status cannot be determined	Reboot the Appliance or reconfigure syslog forwarding to restart the rsyslog service.

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TanOS service health check results (continued)

Check	Description	Severity	Condition	Remediation
`syslog delivery`	Checks whether the rsyslog service is successfully forwarding syslog messages to the configured destination NOTE: This check can occasionally produce a false positive WARN condition due to a temporary increase in the outgoing message queue. Typically, remediation is necessary only if you observe a repeated or persistent WARN condition.	WARN	Messages have not been delivered (indicates number of failed messages)	• Make sure that syslog forwarding is properly configured and that the remote syslog server is reachable. • Reboot the Appliance or reconfigure syslog forwarding to restart the rsyslog service.
`syslog forwarding TLS`	Checks whether certificate enforcement is properly configured for syslog forwarding if TLS is enabled for syslog forwarding	WARN	A misconfiguration exists that is preventing certificate enforcement for syslog forwarding with TLS enabled	Reconfigure syslog forwarding to resolve the misconfiguration.
`iptables service`	Checks whether the iptables service is running	ERROR	Service is not running or status cannot be determined	Reboot the Appliance. If the problem persists, contact Tanium Support for assistance.
`ip6tables service`	Checks whether the ip6tables service is running	ERROR	Service is not running or status cannot be determined	Reboot the Appliance. If the problem persists, contact Tanium Support for assistance.

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TanOS service health check results (continued)

Check	Description	Severity	Condition	Remediation
`sshd service`	Checks whether the sshd service is running	ERROR	Service is not running or status cannot be determined	Check the status of the sshd service, and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.
`ipsec`	Checks whether the ipsec service is running IMPORTANT The ipsec service is required for an active-activeTanium Server or active passive Tanium Module Server configuration.	ERROR	Service is not running or status cannot be determined	Use the Tanium Service Control menu to check the status of the ipsec service , and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.
`sssd service`	Checks whether the sssd service is running, and whether debug logging is enabled NOTE Running the sssd service with debug logging enabled could cause performance issues.	ERROR	Service is not running or status cannot be determined	From the main menu, enter `C-A-T-S` to check the status of the sssd service , and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure. For configuration information, see Configure LDAP authentication for TanOS system users on page 154.
		INFO	Debug logging enabled	Contact Tanium Support for assistance.
`local auth service`	Checks whether the slapd service is running. The slapd service provides the local authentication service for Tanium Console users. Additionally, it always manages the default user `tanium`, even if you use LDAP authentication and do not otherwise use the local authentication service in TanOS.	ERROR	Service is not running or status cannot be determined	Use the Tanium Service Control menu to check the status of the slapd service , and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.

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TanOS service health check results (continued)

Check	Description	Severity	Condition	Remediation
`Local LDAP config`	Performs internal checks to evaluate the health of the local authentication service.	ERROR	Internal checks failed	• From the main menu, enter `C`-`L`-`C` for more details about the LDAP content mismatch. • From the main menu, enter `1`-`M`-`E` to restart replication, which resolves most LDAP configuration errors.
`Remote LDAP config`	Performs internal checks to evaluate the health of the local authentication service on the remote Appliance in a clustered environment	ERROR	Internal checks failed	
`LDAP contents`	Checks that the local LDAP contents for the local authentication service match the remote LDAP contents in a clustered environment	ERROR	Local contents do not match remote contents	

Application health

TanOS application health check results

Check	Description	Severity	Condition	Remediation
`TS`	**Tanium Server only:** Checks whether the taniumserver service is running	ERROR	Service is not running or status cannot be determined	Use the Tanium Service Control menu to check the status of the taniumserver service , and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.
`TS database connection`	**Tanium Server only:** Checks the Tanium Server connection to the database	ERROR	The Tanium Server cannot connect to the database	Contact Tanium Support for assistance.
`TS database`	**Tanium Server only:** Checks the size of the Tanium Server database	INFO	Database size >50GB	Contact Tanium Support for assistance.
`TS database pg_wal`	**Tanium Server only:** Checks the size of the PostgreSQL write-ahead log (WAL) directory	ERROR	`pg_wal` directory missing	Contact Tanium Support for assistance.
		ERROR	`pg_wal` directory >50% of partition size	

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TanOS application health check results (continued)

Check	Description	Severity	Condition	Remediation
`LDAP Sync`	**Tanium Server only:** Checks LDAPS or StartTLS certificate configuration	WARN	LDAPS or StartTLS certificate validation is disabled	Check the LDAP configuration for the Tanium Server.
		WARN	In a clustered environment, the LDAPS or StartTLS certificate configuration does not match the configuration on a peer	
		INFO	LDAPS or StartTLS certificates exist but are not in use	
`TMS`	**Primary Tanium Module Server only:** Checks whether the taniummoduleserver service is running	ERROR	Service is not running or status cannot be determined	Use the Tanium Service Control menu to check the status of the taniummoduleserver service , and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.
`Secondary TMS`	**Secondary Tanium Module Server only:** Checks whether the taniummoduleserver service is running. The service should be stopped on a secondary Module Server.	ERROR	Service is running or status cannot be determined	Use the Tanium Service Control menu to check the status of the taniummoduleserver service and stop it.
`tanium-<solution-name>`	**Tanium Module Server only:** Checks whether each installed solution service is running	ERROR	Service is not running or status cannot be determined	Use the Tanium Service Control menu to check the status of the service for the solution, and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.

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TanOS application health check results (continued)

Check	Description	Severity	Condition	Remediation
`TMS database pg_wal`	**Tanium Module Server only:** Checks the size of the PostgreSQL write-ahead log (WAL) directory	ERROR	`pg_wal` directory missing	Contact Tanium Support for assistance.
		ERROR	`pg_wal` directory >50% of partition size	
`IPsec`	**Tanium Server in an active-active configuration or Tanium Module Servers in an active passive configuration:** Checks that there is a secure connection between Tanium Servers in an active-active configuration	ERROR	Secure connection failed between Tanium Servers or Tanium Module Servers	Use the Tanium Service Control menu to restart the ipsec service if it is already running, or attempt to start it if it is not. If the service fails to start, review Status Details for more information about the failure.
`Memory Plan`	**Tanium Server or Tanium Module Server only:** Checks that the memory plan for the local database instance is set appropriately	WARN	Configured memory plan is not the preferred plan for the Appliance model (physical Tanium Appliance) or the available memory (virtual Tanium Appliance or cloud-based Tanium Appliance)	Configure the memory plan to the indicated preferred plan.
`TZS`	**Tanium Zone Server only:** Checks whether the taniumzoneserver service is running	ERROR	Service is not running or status cannot be determined	Use the Tanium Service Control menu to check the status of the taniumzoneserver service , and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.
`Zone Hub`	**Tanium Zone Server Hub only:** Checks whether taniumzoneserver service is running	ERROR	Service is not running or status cannot be determined	Use the Tanium Service Control menu to check the status of the taniumzoneserver service , and attempt to start or restart it. If the service fails to start, review Status Details for more information about the failure.

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TanOS application health check results (continued)

Check	Description	Severity	Condition	Remediation
`TaniumServer file permissions`	**Tanium Server only:** Checks for proper file permissions and ownership on Tanium Server files	WARN	Specified files do not have the proper permissions or ownership	Reinstall access control lists (ACLs).
`TaniumModuleServer file permissions`	**Tanium Module Server only:** Checks for proper file permissions and ownerships on Tanium Module Server files	WARN	Specified files do not have the proper permissions or ownership	Reinstall access control lists (ACLs).
`TaniumZoneServer file permissions`	**Tanium Zone Server only:** Checks for proper file permissions and ownership on Tanium Zone Server files	WARN	Specified files do not have the proper permissions or ownership	Reinstall access control lists (ACLs).

TanOS

TanOS system health check results

Check	Description	Severity	Condition	Remediation
`BIOS Version`	**Physical Tanium Appliance only:** Checks whether the installed BIOS firmware version is up to date with the version available with the installed version of TanOS	WARN	Old version of firmware installed	Install the available firmware update.
`PERC Version`	**Physical Tanium Appliance only:** Checks whether the installed RAID controller firmware version is up to date with the version available with the installed version of TanOS	WARN	Old version of firmware installed	Install the available firmware update.
`iDRAC Version`	**Physical Tanium Appliance only:** Checks whether the installed iDRAC firmware version is up to date with the version available with the installed version of TanOS	WARN	Old version of firmware installed	Install the available firmware update.
`NIC Version`	**Physical Tanium Appliance only:** Checks whether the installed NIC firmware version is up to date with the version available with the installed version of TanOS	WARN	Old version of firmware installed	Install the available firmware update.

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TanOS system health check results (continued)

Check	Description	Severity	Condition	Remediation
`Backup`	**Tanium Server or primary Tanium Module Server only:** Checks whether a system backup is scheduled to run	ERROR	Backup is scheduled, but an encryption key is not properly configured	Configure the encryption key for the backup.
		INFO	No backup is scheduled	Configure an automatic backup.
`Partition sync`	**Appliances with an inactive partition set:** Checks whether a partition sync has been performed in the last 90 days	WARN	The fstab configuration file used to mount the inactive partition is missing	Perform a partition sync.
		WARN	The partition sync time stamp is missing	
		INFO	>90 days since last partition sync	
`TanOS key material`	Checks for issues with the cryptographic keys on the Appliance	ERROR	A required key is invalid, obsolete, or missing	Generate a new key for any keys that are indicated by the error.
`TanOS version`	**Internet-connected Appliances:** Checks whether a newer version of TanOS is available	INFO	A newer version of TanOS is available for upgrade	Upgrade TanOS to the new version.
`TanOS version match`	**Appliances in an Array:** Checks whether the TanOS version matches for all Array members	WARN	TanOS versions do not all match	Upgrade TanOS to the new version on all Array members.

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Miscellaneous

Miscellaneous TanOS health check results

Check	Description	Severity	Condition	Remediation
`Core Files`	Checks for core dumps that are stored on the Appliance from process crashes BEST PRACTICE Copy core files from the Appliance to share with Tanium Support when requesting troubleshooting assistance. To save disk space, clean up core files that have been copied or are no longer needed.	WARN	Core files exist on the Appliance	• Copy core files for troubleshooting. • Use the Clean directories menu to clean the Cores directory after core files have been copied or are no longer needed.
`Shell Keys`	Checks whether a TanOS shell key is active for read-write restricted shell or full shell access	INFO	Shell key is active	Use the Shell Keys menu to remove shell access or revoke all shell keys when read-write restricted shell or full shell access is no longer needed.
`Auth plugin`	**Tanium Server only:** Checks whether the proper authentication plugin is in use	INFO	Deprecated or unsupported authentication plugin in use	Contact Tanium Support for assistance.

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Database replication health

TanOS database replication health check results

Check	Description	Severity	Condition	Remediation
`Database Replication`	**Tanium Server or Tanium Module Server only:** Checks the status of database replication	ERROR	Database replication failed	• Review replication status. • From the main menu on the secondary Tanium Server or Module Server, enter `3-3-B` to reinitialize the replication.
		WARN	Database replication is in a start-up, catch-up, back-up, or stopping state	Allow time for the replication state to clear and then perform another health check.
`TMS Database Stats Collection`	**Tanium Module Server only:** Checks whether collection of database replication statistics is enabled	INFO	Collection of database replication statistics enabled	Disable collection of database replication statistics. Keep database replication statistics disabled when you are not troubleshooting a replication issue.

TMS sync health

TanOS TMS sync health check results

Check	Description	Severity	Condition	Remediation
`Tanium Module Server Sync Health`	**Tanium Module Server only:** Checks whether Module Server synchronization is successful. If a Module Server file sync is in progress, the error is not reported until the sync has been running for more than 24 hours.	ERROR	Module Server synchronization failed, or a Module Server file sync has been running for more than 24 hours	• Review the detailed status for Module Server sync. • Check the Module Server sync configuration.

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RAID controller security key

TanOS RAID controller security key health check results

Check	Description	Severity	Condition	Remediation
`RAID Security key check`	**Physical Tanium Appliance only:** Checks whether the RAID controller security key has been exported 	WARN	RAID Security key has not been exported	Export the RAID security key and store it in a safe location.

Postgres SSL health check

TanOS Postgres SSL health check results

Check	Description	Severity	Condition	Remediation
`Postgres SSL`	**Tanium Server only:** Checks the TLS configuration of the local PostgreSQL database	ERROR	Missing DB Directory	Contact Tanium Support for assistance.
		ERROR	TLS disabled for PostgreSQL database	
`SSL CRL file`	**Tanium Server only:** Reports the name of the certificate revocation list (CRL) file if in use. This check is informational only.	N/A	N/A	N/A

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OVA health

TanOS OVA health check results

Check	Description	Severity	Condition	Remediation
`Client Count`	**Virtual Tanium Appliance only:** Reports the count of Tanium Clients that have connected during the current or prior day and checks whether the number exceeds the maximum recommended with current virtual machine resources	INFO	Number of connected Clients exceeds the recommended maximum	• To determine whether the RAM and CPU are adequate, see each of those checks in this section. • Increase virtual machine resources. For more information, see Cloud-based Tanium Appliance and virtual Tanium Appliance specifications on page 411
`RAM Requirements`	**Virtual Tanium Appliance only:** Checks whether the RAM configured for the virtual machine is less than the RAM recommended for the number of connected Clients	INFO	RAM less than recommended minimum	Increase virtual machine RAM. For more information, see Cloud-based Tanium Appliance and virtual Tanium Appliance specifications on page 411
`CPU Requirements`	**Virtual Tanium Appliance only:** Checks whether the number of CPU cores configured for the virtual machine is less than the CPU cores recommended for the number of connected Clients	INFO	CPU cores less than recommended minimum	Increase virtual machine CPU cores. For more information, see Cloud-based Tanium Appliance and virtual Tanium Appliance specifications on page 411

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Reference: TanOS menu map

The following tables list the available options in the TanOS menus.

> NOTE
>
> Not all menu paths are available on every Tanium Core Platform server type or in every deployment.

TanOS menu

The main TanOS console menu contains the following options.

TanOS menu structure and options

Option	Menu
1	Tanium Installation Menu on page 346
2	Tanium Operations Menu on page 347
3	Tanium Support Menu on page 350
4	Status Menu on page 353
A	Appliance Configuration Menu on page 353
B	Appliance Maintenance Menu on page 357
C	User Administration Menu on page 359
P	Password change (current user)
Q	View end user license agreement (EULA)
@	About this Appliance
Z	Log out

Common menu options

The following table lists menu items that apply to most screens in the TanOS console.

Common menu options in TanOS

Option	Menu
R	Return to previous menu
RR	Return to top

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Log menu options

The following table lists menu items that apply to most logs in the TanOS console.

Log menu options in TanOS

Option	Menu
`V`	View current file
`F`	Follow current file growth
`T`	Delete content of current file
`E`	Export current and rotated files to outgoing (sftp)
x	Line number of recent rotated log files

Service menu options

The following table lists menu items that apply to most services in the TanOS console.

Service menu options in TanOS

Option	Menu
`1`	Start service
`2`	Stop service
`3`	Restart service
`4`	Disable service
`5`	Enable service
`6`	Status details

Tanium Installation Menu

Enter `1` to access the Tanium Installation Menu.

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- M - Manage Appliance Array
  - C - Create Appliance Array
  - A - Add Member
  - F - Refresh Appliance Array
  - I - Install Pending Role Changes
  - E - Restart Replication
  - X - Reset Appliance Array
  - *n* - line number of Array member
    - A - Assign Role: All-in-One
    - T - Assign Role: Tanium Server
    - M - Assign Role: Tanium Module Server
    - Z - Assign Role: Tanium Zone Server
    - U - Cancel pending role change
    - P - Promote member to manager
    - D - Delete member
    - I - Update IP Address
    - N - Measure Data Transfer Rate
  - 1 - Install Tanium Server (All-in-one)
  - 2 - Install Tanium Server Service
  - 3 - Install Tanium Module Server Service
  - 4 - Install Tanium Zone Server Service
  - 5 - Install Tanium Cloud Access Point Service
- U - Upgrade Tanium Software[1]
- A - Install Tanium Zone Server Hub Add-On[1]
- E - Remove Tanium Zone Server Hub Add-On[1]
- D - Tanium Direct Connect Zone Proxy
  - T - Download from Tanium
  - L - List Installed DEC Proxy Versions[1]
  - V - View DEC Provision Instructions[3]
  - X - Remove DEC Proxy[3]

NOTE

[1] Specific to Tanium Server
[3] Specific to Zone Server

Tanium Operations Menu

Enter 2 to access the Tanium Operations Menu.

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1 - Tanium Service Control

x - *service name*

For options, see Service menu options on page 346.

A - Restart ALL enabled Tanium services

B - Stop ALL Tanium services

C - Start ALL Tanium services

D - Disable ALL Tanium services

E - Enable ALL Tanium services

J - Display journal

2 - Tanium Configuration Settings

1 - Edit Tanium Server Settings[1]

2 - Edit Tanium Server TDL Settings[1]

3 - Add Tanium Server TDL Auth User[1]

4 - Add Tanium Server TDL Auth Cert [1]

5 - Edit Tanium Module Server Settings[2]

6 - Edit Tanium Module Server TDL Settings[2]

7 - Add Tanium Module Server TDL Auth User[2]

8 - Add Tanium Module Server TDL Auth Cert[2]

9 - Edit Tanium Zone Server Settings[1,3]

10 - Edit Zone Server List[1,3]

11 - Edit Isolated Subnets List[1,3]

12 - Edit Separated Subnets List[1,3]

13 - Control Root CA Certs

4 - Install custom SOAP certificates[1]

5 - Manage Custom Signing Keys[1,2]

L - List content signing keys

A - Add content signing key

D - Delete content signing key

7 - Download SOAP Certificate[1]

9 - Import CAC Certificate[1]

A - Configure Module Server(s)[2] / Register Module Server[1,5]

P - Promote TMS[2]

S - Assign TMS Role[2]

x - *TMS line number*[2]

S - Enable TMS Sync as Source[2]

T - Enable TMS Sync as Target[2]

D - Disable TMS Sync[2]

1 - Step 1 - Configure Module Server Address[1,5]

2 - Step 2 - Register Module Server[2,5]

3 - Read about Remote Module Server configuration[2]

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- B - Configure Tanium cluster[1]
  - I - Initialize Cluster as Primary[6]
  - C - Read about cluster operations
  - X - Remove Cluster[6]
  - F - Database Server Failover
  - E - Reinitialize Replication
  - S - Replication Status
  - D - IPsec management[6]
- C - Manage content[1]
  - 1 - Install Airgap Content
  - 2 - Airgap Usage Report
  - 3 - Prune Airgap Content
  - 4 - Manage Web Server Content
  - B - Set Manifest
- D - Configure Module Server sync[2]
  - 1 - Show Detailed Status
  - 2 - Configure IPSEC
    - 1 - Display Local IPSEC host key
    - 2 - Display IPSEC
    - 3 - Configure IPSEC
    - 4 - Delete IPSEC
    - 5 - Restart IPSEC
    - 6 - Test IPSEC
  - 3 - Disable TMS Sync
  - 4 - Sync Now
  - 5 - Schedule Sync
  - V - View Sync Log
- I - Import Public Key to Tanium Zone Server[3]
- M - Module Server SSL Certificate[2]
- S - Install SAMLEncryption Cert[1]
- P - Manage Cloud Access Point[4]
  - C - Configure Cloud Access Point
  - S - Manage Cloud Access Point Service

    For options, see Service menu options on page 346.
- X - Advanced operations[1,2]
  - 2 - Toggle UseTBBAllocatorStats
  - 3 - Generate new keys (tanium.pub)
  - 4 - Manage HTML banner
  - 5 - Generate reporting keys (Zone Server to Server)
  - 6 - Generate reporting keys (Client to Server)
  - 7 - Disable SAML SSO

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NOTE

[1] Specific to Tanium Server

[2] Specific to Module Server

[3] Specific to Zone Server

[4] Specific to Tanium Cloud Access point

[5] Manual registration of the Tanium Module Server with a Tanium Server is unnecessary in an Array, except when you replace the SSL certificate on the Module Server. These functions are provided only for that process and for legacy installations. Use an Array to manage Tanium Core Platform Server roles.

[6] Manual cluster management is deprecated, and these functions are provided only for legacy installations. Use an Array to configure a Tanium Server cluster.

Tanium Support Menu

Enter `3` to access the Tanium Support Menu.

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1 - Tanium Log Files

For all logs listed in the following menus, see Log menu options on page 346.

1 - TanOS Appliance

1 - TanOS Log

2 - Upgrade Log

3 - Health Log

4 - Health Failure Log

5 - Messages Log

6 - License Log

7 - TanOS Event Log

8 - TanOS Disk Re-sizing Log

9 - Airgap Log

10 - Backup Restore Log

11 - Array Latency Log

12 - Array Roles Log

2 - Tanium Server[1]

1 - Tanium Server Log (log0.txt)

2 - Tanium Server TDL Log (log0.txt)

3 - Tanium Server RBAC Log (rbac0.txt)

4 - Tanium Server PAM4 Log (tanium_pam4.log)

5 - Tanium Server Workbenches (workbenches_manager.log)

6 - Tanium Server Signature Verifier (signature_verifier.log)

7 - Tanium Server DB Upgrade Log (database-upgrade0.txt)

8 - Tanium Server Auth0 Log (auth0.txt)

9 - Tanium Module History Log (module-history0.txt)

3 -Tanium Module Server[2]

1 - Tanium Module Server log (log0.txt)

2 - Tanium Module Server TDL log (log0.txt)

3 - TMS PluginsManager log (plugins_manager.log)

4 - Tanium Module Server Sync Log (module_sync.log)

5 - Tanium Module History Log (module-history0.txt)

4 - Tanium Zone Server[3]

1 - Tanium Zone Server Log (log0.txt)

2 - DEC Proxy Log (proxy.log)

5 - PostgreSQL[1,2]

x - PostgreSQL log file name

2 - Tanium Module log files[2]

x - Module name

For options, see Log menu options on page 346.

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- 3 - Database Operations[1,2]
  - 1 - Display Postgres log file
  - 2 - View Postgresql config files
  - 3 - Display Postgres control data
  - 4 - Enable full Postgres Audit logs
  - D - Database Memory Plan
    - T - Select Tiny Plan
    - D - Select Dev Plan
    - S - Select Small Plan
    - M - Select Medium Plan
    - L - Select Large Plan
    - X - Select X-Large Plan
    - A - Apply Memory Plan
  - M - Monitor Database
  - Q - Manage Database Queries
    - S - Select query
    - X - Execute query
    - V - View query
    - Q - View query results
  - S - Replication Status
  - F - Database Server Failover
  - B - Reinitialize Replication
  - I - Reindex Databases
- 4 - Run Network Diagnostics
  - 1 - Ping Remote System
  - 2 - Test Remote Port (TCP)
  - 3 - Trace Path
  - 4 - Resolve Name
  - 5 - Check IPSEC
  - 6 - Listening Ports
  - 7 - Show Firewall
  - 8 - Show Array Network Latency
- 5 - Run Health Check
- 6 - Display Last Scheduled Health Check Results
- 7 - Appliance Hardware Report
- A - Run TSG (Tanium Support Gatherer)
- B - Run TCPdump

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- P - Performance Monitoring
  - 1 - Run SAR command
  - 2 - Export SAR snapshot
  - 3 - Export SAR performance data
  - 4 - Combine all SAR files
  - I - Run iotop command
  - P - Run perf top command
  - T - Run htop command
- X - Advanced Support
  - 1 - Copy Core Files
  - 2 - Generate Process Memory Dump
  - 3 - Directory Space Usage
  - V - Internal Tanium VPN Connection



[1] Specific to Tanium Server
[2] Specific to Module Server
[3] Specific to Zone Server

Status Menu

Enter 4 to access the Status Menu.

- 1 - System Status Menu
  - 1 - OS Status *(includes partition information)*
  - 2 - Network Status
- 2 - Tanium Status Menu
  - *x- service name*

    For options, see Service menu options on page 346.
- 3 - Appliance Status Menu
  - 1 - Appliance Version Details
  - 2 - Appliance Status (OS)
  - 3 - Appliance Status (HW)

Appliance Configuration Menu

Enter A to access the Appliance Configuration Menu.

- 1 - Hostname/DNS configuration
  - 1 - Manage Hostname/Domain Name
  - 2 - Manage DNS Server
  - 3 - Edit manual hosts entries

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- `2` - Networking Configuration
  - `1` - Network Interfaces
    - `x` - *Network interface name*
      - `I` - Manage IP Address
      - `M` - Manage MTU Size
      - `U` - Set Interface Up
      - `D` - Set Interface Down
      - `S` - Set Advertised Speeds[8]
      - `X` - Reset Interface
  - `2` - IPSEC Configuration
  - `3` - Routing Configuration
  - `4` - Restart Networking
  - `T` - NIC Teaming
    - `A` - Create a Network Team
- `3` - NTP Configuration
  - `x` - *NTP server name*
  - `A` - Add NTP server
- `4` - Syslog Configuration
  - `1` - Check current status
  - `2` - View Trust Certificate
  - `3` - Paste Trust Certificate
  - `4` - Remove Trust Certificate
  - `5` - Configure syslog forwarding
  - `6` - Custom File Forwarding
  - `7` - View Public Key for TLS Auth
  - `8` - Load Key Pair for TLS from SFTP incoming
  - `9` - Remove Key Pair for TLS Auth
  - `10` - Configure FQDN Behavior
- `5` - SNMP configuration
  - `U` - Change the Username
  - `L` - Change the Location
  - `C` - Change the Contact
  - `A` - Change the Authentication Type
  - `P` - Change the Privacy Type
  - `V` - View SNMP Service Status
  - `D` - Stop the SNMP Service
  - `S` - Set Password and Start the SNMP Service

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6 - Module file share configuration[2]

- 1 - Create a new Connect mount
- 2 - Create a new Detect mount
- 4 - Delete an existing Connect mount
- 5 - Delete an existing Detect mount
- A - List existing mounts
- B - Test existing mounts
- C - Re-attempt mounts

7 - Reset all NICs to DHCP[7]

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A - Security

- 2 - Manage SSH
  - A - Add Rule *(to allow inbound SSH)*
  - x - *Delete existing rule*
- 3 - Configure SSH Banner
- 4 - Display SSH Fingerprints
- 5 - Regenerate SSH Host keys
- 6 - Manage HTTPS
  - A - Add Rule *(to allow inbound HTTPS)*
  - x - *Delete existing rule*
- A -LDAP CA certificate management[1,2]
  - 1 - Add Certificate
  - 2 - Import Certificate
  - 3 - Toggle LDAPS or StartTLS Configuration
  - 4 - Toggle TLS Certificate Validation
  - 5 - List Certificates
  - S - Sync Configuration to Peer TS
- B -Database Certificate Management[1,2]
  - 1 - Import DB Server and Client certificate
  - 2 - Export DB Server Certificate
  - 3 - Import DB Client Certificate
  - L - List Certificates
- C - iDRAC Certificate Management
  - 1 - Replace iDRAC Cert and Key
- P - Security Policy
  - 1 - Password Lifetime
  - 2 - Password History Reuse Limit
  - 3 - Password Minimum Length
  - 4 - Password Minimum Characters Changed
  - D - Login Failure Delay
  - E - Expired Passwords Effect
  - L - Account Lockout Time
  - M - Maximum Concurrent Logins
  - T - Login Timeout
- X - Advanced security
  - 1 - FIPS 140-3 mode (disabled/enabled)
  - 2 - AIDE
    - 1 - Initialize AIDE, enable weekly check report, run check report
    - 2 - Run AIDE check report now

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- `3` - Disable weekly AIDE check
- `4` - Enable weekly AIDE check report
- `5` - Copy AIDE check reports to outgoing directory

`4` - Toggle SELinux mode (permissive/enforcing)

`5` - Set Menu Timeout

`I` - iDRAC Management[8]

- `N` - iDRAC network configuration
- `P` - Set `tanremote` password
- `E` - Enable `tanremote` password
- `D` - Disable `tanremote` password
- `C` - Close all iDRAC sessions
- `K` - Reset iDRAC
- `F` - Flush Pending Firmware Entries
- `X` - Clear iDRAC job queue (FORCE)
- `V` - View iDRAC Logs

`X` - Advanced configuration

- `3` - Change Active Partition[9]
- `4` - Change RAID Controller Key[8]
- `5` - Export RAID Controller Key[8]
- `6` - Export Grub Key
- `7` - Generate New Grub Key
- `8` - Set Virtual Console Keymap

NOTE

[1] Specific to Tanium Server
[2] Specific to Module Server
[7] Virtual Tanium Appliances only
[8] Physical Tanium Appliances only
[9] Available only when alternate partition is enabled

Appliance Maintenance Menu

Enter `B` to access the Appliance Maintenance Menu.

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1 - Backup

Automatic Backups

E - Set Encryption Key

C - Configure Automatic Backup

N - Configure Core Backup

F - Configure Comprehensive Backup

A - Run Automatic Backup Now

S - Schedule Automatic Backup

N - Schedule Core Backup

F - Schedule Comprehensive Backup

Manual Backups

P - Partition Sync[9]

N - Core Backup

F - Comprehensive Backup

O - Restore from Backup

2 - Alerting

1 - Configure Syslog Destination

2 - Configure SMTP Destination

3 - Configure Alerts

4 - Status

3 - Upgrade TanOS

5 - Shell keys

1 - Validate Response

2 - Remove Shell Access

3 - Launch Shell

O - Open Read Only Restricted Shell

W - Request Read Write Restricted Shell Activation

F - Request Full Shell Activation

L - Shell Key Listing

A - Revoke All Shell Keys

A - Clean directories

1 - SFTP (IN/OUT)

2 - Cores

3 - Tanium Application Logs

4 - Tanium TSG HTTP files

5 - Tanium Connect output logs

T - /tmp directory

B - Reboot/Shutdown

1 - Reboot the Appliance

2 - Shutdown the Appliance

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C - Maintenance mode

1 - Clear maintenance action

D - Discard alt partitions[7,9]

E - Enable alt partitions[7,10]

I - Increase storage

S - OS services

1 - ntpd

For options, see Service menu options on page 346.

2 - sshd

For options, see Service menu options on page 346.

T - Tokens download

X - Advanced maintenance

1 - Install Firmware Updates[8]

2 - Appliance Reset

1 - Software reset

3 - Re-Apply ACLs

4 - Overwrite Module ACLs[2]

5 - View TanOS Partition Sync Log File

NOTE

[2] Specific to Module Server

[7] Virtual Tanium Appliances only

[8] Physical Tanium Appliances only

[9] Available only when alternate partition is enabled

[10] Available only when alternate partition is disabled

User Administration Menu

Enter C to access the User Administration Menu.

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- `U` - TanOS User Management
  - `x` - *individual user*
    - `A` - Manage SSH Authorized Keys
    - `P` - Manage SSH Key Pair
    - `L` - Reset SSH Lockout
    - `C` - Change/Enable Password
    - `N` - Disable password access
    - `M` - Multifactor Authentication
    - `E` - Enable Account
    - `D` - Disable Account
    - `T` - Manage Account Protection
    - `X` - Delete User
    - `F` - Edit known hosts file
  - `A` - Add system user
- `I` - Recent login information
  - `A` - View Last 20 Successful Logins
  - `B` - View Last 20 Failed Logins
  - `C` - View Login Statistics
- `M` - Multifactor Global Settings
  - `K` - Require Key Authentication
  - `P` - Require Password Authentication
  - `M` - Require Multifactor Authentication
  - `X` - Reset ALL Multifactor Settings

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- A - AD/LDAP TanOS Authentication
  - M - Manage AD/LDAP Certificate
    - I - Import Certificate
    - P - Paste Certificate
    - E - Export Certificate
    - V - View Certificate and Details
    - D - Delete Certificate
  - C - Configure AD/LDAP TanOS Authentication
    - E - Enable
    - D - Domain
    - H - Host
    - P - Port
    - C - Bind Credentials
    - B - Base Search DN
    - S - Schema
    - Q - Referrals
    - K - SSH Public Key Attribute
    - U - Users Filter
    - G - Groups Filter
    - M - TanOS Roles Mapping
      - A - tanadmin Mappings
        - A - Add Mapping
        - I - Manually Input Mapping
        - X - Remove ALL tanadmin Mappings
      - U - tanuser Mappings
        - A - Add Mapping
        - I - Manually Input Mapping
        - X - Remove ALL tanuser Mappings
    - V - Validate Configuration
    - A - Activate Configuration Changes
  - W - Walkthrough Configuration
  - S - Detailed Status
  - V - Verify AD/LDAP User or Group
    - U - Verify AD/LDAP User
    - G - Verify AD/LDAP Group
  - T - Troubleshooting
    - S - Manage System Security Services Daemon (sssd)

      For options, see Service menu options on page 346.
    - D - Enable Debug Logging
    - V - View Domain Log File
    - L - Logoff User

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- `E` - Export configuration to SFTP outgoing
- `I` - Import configuration from SFTP incoming
- `X` - Reset ALL AD/LDAP TanOS Auth Settings

`L` - Local Tanium User Management

- `1` - Add Local User
- `2` - Manage Local Users
- `A` - Enable/Disable Local Authentication Service
- `B` - Security Policy Local Authentication Service
- `C` - Check Local Authentication Contents

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Reference: TanOS command line interface

Tanium Appliances contain a command line interface (CLI) that you can access from SSH.

Requirements

To access all CLI commands, you must access the CLI as a user with the `tanadmin` role. Some CLI commands are available to users with the `tanuser` role, as noted in Tanium platform commands on page 363.

BEST PRACTICE

Configure an SSH key to authenticate the user account you use to run CLI commands. If you have not configured an SSH key, you are prompted for a password each time you run a command.

Syntax

```
ssh -q[t] <user>@<ip-or-fqdn> <command> [action/options] ...
```

BEST PRACTICE

Always include the `ssh -q` option for Appliance CLI commands to suppress unnecessary messages.

IMPORTANT

You must include the `ssh -t` option with interactive commands that prompt for information. This option is not necessary for commands that run silently or only return information.

Tanium platform commands

Tanium platform commands for Tanium Appliance CLI

Command	Description
`add hub`	Install the Tanium Zone Server Hub add-on to an existing Tanium Server role.

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Tanium platform commands for Tanium Appliance CLI (continued)

Command	Description
`configure cap <action>`	Configure the Tanium Cloud Access Point role. This command has the following options: • `show` - Show the current Cloud Access Point configuration. • `set <host1> <host2> <listen_port_client>` - Configure the host names from the Tanium Cloud Client edge URLs (*host1* and *host2*) and the port that you want Tanium Clients to use to communicate with the Cloud Access Point (*listen_port_client*). Usage example: `ssh -q user@appliance configure cap set sample-zsb1 sample-zsb2 443`
`configure ipsec <action>`	Configure IPsec communication with a peer Appliance in an Array. Both Appliances must have the same Tanium role of either Tanium Server or Tanium Module Server. This command has the following actions: • `show` - Show the current IPsec configuration • `set <serial>` - Enable IPsec with the Appliance with the specified *serial* number • `test` - Test the IPsec connection • `disable` - Clear the IPsec configuration and preserve the key • `reset` - Reset the IPsec configuration and generate a new key  IMPORTANT After you perform an IPsec reset, run `refresh array` on an Array Manager Appliance to distribute the updated IPsec key to the other Appliances in the Array.
`configure tms sync <action>`	Configure the Tanium Module Server synchronization feature, which copies content from an active Tanium Module Server to a standby Tanium Module Server. To use this feature, you must: • Install two Tanium Module Servers. • Add both Tanium Module Servers to the Array. For more information about Tanium Module Server synchronization, see Schedule sync jobs on page 205. This command has the following actions: • `status` - Shows the current Tanium Module Server synchronization status • `source` - Specifies the source, or active, Tanium Module Server from which data is copied • `target` - Specifies the target, or standby, Tanium Module Server to which data is copied • `disable` - Disables synchronization between the two Tanium Module Servers

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Tanium platform commands for Tanium Appliance CLI (continued)

Command	Description
`dec proxy`	Install, upgrade or remove the Direct Connect (DEC) Zone Proxy. Available options: • `list`: List the available DEC proxy versions. • `install <version>`: Install the selected version of DEC proxy. • `remove`: Uninstall the DEC proxy. • `show <item>`: Show information about the installed DEC proxy. The following items are available: ◦ `version` - Show the installed version. ◦ `cert` - Show the TLS certificate. ◦ `token` - Show the enrollment token. ◦ `apipayload` - Show the API payload used to configure the connection on the Tanium platform. ◦ `instructions` - Show the provisioning instructions.
`help`	Show a list of available commands. Add `help` to any command to show help for that particular command.
`install aio [version]`	Install the specified *`version`* of the Tanium All-in-One role. Run the command without a version to display the available versions found on the Appliance. Usage example: `ssh -q user@appliance install aio 7.8.4.1234` NOTE: Use Tanium Appliances configured with the All-in-One role only for evaluation purposes. Tanium does not support All-in-One deployments in production environments. Do not allow a Tanium Appliance that is configured with the All-in-One role to accept inbound connections from the internet.
`install cap`	Install the Tanium Cloud Access Point role.
`install tms [version]`	Install the specified *`version`* of the Tanium Module Server role. Run the command without a version to display the available versions found on the Appliance. Usage example: `ssh -q user@appliance install tms 7.8.4.1234`

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Tanium platform commands for Tanium Appliance CLI (continued)

Command	Description
`install ts [version]`	Install the specified *version* of the Tanium Server role. Run the command without a version to display the available versions found on the Appliance. Usage example: `ssh -q user@appliance install ts 7.8.4.1234`
`install tzs [version]`	Install the specified *version* of the Tanium Zone Server role. Run the command without a version to display the available versions found on the Appliance. Usage example: `ssh -q user@appliance install tzs 7.8.4.1234` IMPORTANT Make sure to import the public key to the Zone Server Appliance before you run this command (TanOS menu 2-I).The public keys are stored in the tanium-init.dat file. For detailed steps, see Import the Tanium Server public key file to the Zone Server.
`manage ldaps <action>`	Manage the LDAPS or StartTLS CA certificates used by the Tanium Server. This command has the following actions: • `list` - List the installed certificates • `add` - Add a certificate or certificates. Provide the certificate contents on stdin. • `remove <SHA256>` - Remove the certificate with the specified SHA256 fingerprint. • `print <SHA256>` - Display details for the certificate with the specified SHA256 fingerprint. • `enable` - Enable the LDAPS configuration. • `disable` - Disable the LDAPS configuration. • `alwaysvalidate` - Enable certificate validation. • `nevervalidate` - Disable certificate validation. • `syncpeer` - Synchronize LDAPS settings and certificates to the peer Tanium Server in the cluster. • `copypeer <SHA256>` - Copy the certificate with the specified SHA256 fingerprint to the peer Tanium Server in the cluster. • `status` - Display the LDAPS configuration status.

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Tanium platform commands for Tanium Appliance CLI (continued)

Command	Description
`promote tms <user> <serial>`	Promote a secondary Tanium Module Server to become the active Module Server in the Array, where *user* is the user name of a Tanium Console user with the Admin role and *serial* is the serial number of the Module Server to promote. You must supply the password of the Tanium Console user on stdin. **IMPORTANT** Run this command from an Array Manager Appliance. This command performs the following actions: 1. Stops the Tanium Module Server synchronization target from receiving data from the active Module Server 2. Updates all Tanium Servers in the Array to use the specified Tanium Module Server as the active remote Module Server 3. Registers the selected Tanium Module Server with all Tanium Servers in the Array Usage example: `ssh -q user@appliance promote tms MyAdminConsoleUser 8ca9c7bae2e8ec27-5484b887017201d5 <<< 'mypassword123'`
`remove hub`	Remove the Tanium Zone Server Hub add-on.
`set manifest url { <type> <value> | defaults }`	Set the URL of a Tanium manifest. For *type*, specify `main` or `labs`. For *value*, specify the URL for the corresponding manifest. To restore the default manifest URLs, use `set manifest url defaults`.
`show fingerprint { ts | tzs | hub | soap }`	Show the Tanium fingerprint for the Tanium Server (`ts`), the Tanium Server SOAP certificate (`soap`), Tanium Zone Server (`tzs`), or Tanium Zone Server hub (`hub`). Usage example: `ssh -q user@appliance show fingerprint ts`
`show manifest urls [json]`	Show the URLs for the main and labs Tanium manifests. By default, the URLs are returned in plain text. Use the `json` option to return the URLs in JSON format.
`sync tms`	Copy the contents of the active Tanium Module Server to the standby Tanium Module Server. Run this command in interactive mode using the `-t` option for ssh to ensure proper cleanup after canceling. You can send this command to the Array Manager or the active Module Server. Usage example `ssh -qt user@appliance sync tms`
`upgrade tanium [version]`	Upgrade the Tanium software on the Appliance to the specified *version*. Run the command without a version to display the available versions found on the Appliance. `ssh -q user@appliance upgrade tanium 7.8.4.1234`

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Appliance Array commands

Appliance Array commands for Tanium Appliance CLI

Command	Description

`add array member <ip_address>`	Add another Appliance with the specified IP address to the Appliance Array that is defined on the current Appliance.
	
	TIP
	When you run this command, it might include interactive prompts to trust the new Array member and to enter the password for the new Array member. If you are using this command in a script, you can avoid these prompts as follows:
	• To avoid a prompt that asks whether to trust the new Array member and continue connecting, you can use the following command to register the fingerprint of the new Array member before you use the `add array member` command to add it:
	`ssh -qt user@new_Array_member show ssh-host-fingerprints | \`
	`ssh -qt user@Array_manager register ssh-host \`
	`new_Array_member`
	• To avoid a password prompt when you add an Array member, you can use one of the following methods:
	◦ Copy the public key for the `tanadmin` user on the primary Appliance to the `tanadmin` user accounts on the remaining Appliances. For information about how to use TanOS menus to add a public key for a user account, see Manage SSH keys for TanOS users on page 144. For information about how to use the CLI to add a public key for a user account, see the `add pubkeys` command at TanOS management commands on page 371.
	◦ Configure separate public keys for the `tanadmin` user on each Appliance, and then use agent forwarding to authenticate with the added Array members by including the `-A` SSH option in the command.
	`ssh -qtA user@appliance add array member <ip_address>`
	Agent forwarding requires an SSH agent (such as `ssh-agent` in OpenSSH) to be running on your local host. For more information, see the documentation for your SSH client.

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Appliance Array commands for Tanium Appliance CLI (continued)

Command	Description

`array assign roles <action>`	Use a JSON document to assign the desired roles to Array members and perform necessary setup steps.
	
	This command has the following actions:
	
	• `show` - Provides a template for the JSON configuration file on stdout.
	Usage example:
	`ssh -q user@appliance array assign roles show > config.json`
	
	• `dryrun` - Using a JSON configuration file supplied on stdin, display the actions.
	Usage example:
	`ssh -q user@appliance array assign roles dryrun < config.json`
	
	• `apply` - Using a JSON configuration file supplied on stdin, apply the requested changes.
	Usage example:
	`ssh -q user@appliance array assign roles apply < config.json`
	
	In the JSON configuration file template you retrieve from the `Array assign roles show` command, you must configure the following settings:
	
	• `password_b64`: The base64-encoded password for the Tanium Console admin user that is specified for the `tanium_username` setting.
	
	TIP
	You can use one of the following commands to base64-encode the password:
	◦ **Windows:** `powershell "[convert]::ToBase64String ([Text.Encoding]::UTF8.GetBytes(\"password\"))"`
	◦ **Non-Windows:** `printf 'password' | base64`
	
	• `role`: The role to assign for each Array member, using one of the following numeric settings:
	◦ `1`: All-in-One
	◦ `2`: Tanium Server
	◦ `3`: Tanium Module Server
	◦ `4`: Tanium Zone Server

`array create health-check`	Generate a new health check report on each Array member. Any previous reports are deleted. After running this command, the results of the latest report are stored in the `health.log` file in the `/outgoing` directory on each Array member.

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Appliance Array commands for Tanium Appliance CLI (continued)

Command	Description
`array dec proxy [ list | upgrade <version> | show versions ]`	Upgrade Direct Connect (DEC) Zone Proxy installations across all Zone Servers in the Array. Zone Servers that do not have DEC Proxy installed are not affected. Upload the DEC Proxy RPM file to the `/incoming` directory on the primary Tanium Server before running the upgrade. Available options: • `list`: List the DEC Proxy versions available in the `/incoming` directory. • `upgrade <version>`: Upgrade all Zone Servers that have DEC Proxy installed to the specified version. • `show versions`: Show the current DEC Proxy version on each Zone Server. Usage example: `ssh -q user@appliance array dec proxy upgrade 1.1.0-14`
`array restart replication`	Restart LDAP replication for the local authentication service to resolve internal LDAP errors.
`array self test`	Run a self-test on all Array members.
`array sync partitions`	Create backups of the active partitions by copying their contents to the inactive partitions for each affected Appliance in the Array. This may take a while to complete. Tanium services are stopped during the backup. Appliances that do not have alternate partitions are not affected.
`array upgrade appliance [--interactive] [version]`	Upgrade TanOS on all Appliances in the Array to the specified *version*. Run this command only on the primary Tanium Server in the Array. Run the command without a version to display the available versions found on the Appliance. Use the `--interactive` flag to respond to confirmation prompts during the upgrade rather than accepting default responses. Requires `ssh -t`. Usage example: `ssh -q user@appliance array upgrade appliance 1.9.0.1234`
`array upgrade tanium [version]`	Upgrade the Tanium software on all Appliances in the Array to the specified *version*. Run the command without a version to display the available versions found on the Appliance. IMPORTANT: Load all RPMs to the `incoming` directory on the primary Tanium Server before running this command. Usage example: `ssh -q user@appliance array upgrade tanium 7.8.4.1234`
`create array <ip_address> <name of array>`	Create an Appliance Array with the specified name (spaces accepted) and add the current Appliance as a member, using the specified IP address.

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Appliance Array commands for Tanium Appliance CLI (continued)

Command	Description
`promote member <serial_number>`	Promote an Array member with the Tanium Server role to be an Array Manager. Specify the serial number of the Tanium Server to promote.
`demote member <serial_number>`	Demote an Array Manager so it can no longer manage the Array. The Appliance remains an Array member. Specify the serial number of the Appliance to demote. To find the serial number of an Appliance, run `report info`. IMPORTANT Run this command from a different Array Manager, not from the Appliance you are demoting. The Array supports a maximum of two managers; do not demote the last manager, as this leaves the Array unmanageable.
`refresh array`	Retrieve current membership from the other Appliances in the Array. This information is refreshed on all Appliances in the Array.
`reset array`	Remove the current Appliance from the Appliance Array.

TanOS management commands

TanOS management commands for Tanium Appliance CLI

Command	Description
`create backup <backup_type> [user@SCP_host]>`	Create a core or comprehensive backup bundle, and copy it to the `/outgoing` directory and optionally an SCP destination. For `backup_type`, use `core` or `comprehensive`.
`create health-check`	Generate a new health check report. Any previous reports are deleted. After running this command, the results of the latest report are stored in the `health.log` file in the `/outgoing` directory. If a health check is already running, the command outputs the cached report from the previous run and returns exit code 16. TIP To generate a new health check report on all Array members, use the `array create health-check` command.

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TanOS management commands for Tanium Appliance CLI (continued)

Command	Description

`create tsg { -list | <tsg-type> } [sftp-destination]`	Create a Tanium Support Gatherer (TSG) ZIP file and optionally upload it to an SFTP destination. Specify a *tsg-type*, typically `appliance` or a specific solution.
	
	Use the `--list` option to display the TSG types that are available in your environment.
	
	Optionally, specify the *sftp-destination* in the format *sftp-user@host:destination*. If you include only the user name and host, the TSG is uploaded to the SFTP server's `home` directory with the default generated file name. If you do not include an *sftp-destination*, the TSG is created in the `/outgoing` directory.
	
	NOTE
	You can use the `A` option with the `ssh` command to use agent forwarding to authenticate with the SFTP destination. Agent forwarding requires an SSH agent (such as `ssh-agent` in OpenSSH) to be running on your local host. For more information, see the documentation for your SSH client. Alternatively, you can generate an SSH key pair using the TanOS console for the specified TanOS user and add the public key to the SFTP destination's authorized keys. For more information, see Manage SSH keys for TanOS users on page 144.
	
	Usage examples:
	
	`ssh -q user@appliance create tsg connect`
	
	`ssh -qtA user@appliance create tsg appliance username@sftphost.example:newfilename.zip`

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TanOS management commands for Tanium Appliance CLI (continued)

Command	Description

`download package <URL|token>`	Download a package from download.tanium.com to the `/incoming` directory. Specify either the full URL of the download or the token from the URL.
	
	TIP
	No download URL or token is necessary to download an available upgrade package for TanOS. For more information, see command `download package Appliance-upgrade`.
	
	Usage examples:
	
	`ssh -q user@appliance download package https://download.tanium.com/hGAE28KOIAv0OYVtBIZk5IPv5o_iWBVeAhabcdefghi`
	
	`ssh -q user@appliance download package hGAE28KOIAv0OYVtBIZk5IPv5o_iWBVeAhabcdefghi`
	
	NOTE
	This command includes an interactive prompt to confirm the download. You can supply `yes` as a here string on stdin to skip the prompt automatically. For example:
	
	`ssh -q user@appliance download package hGAE28KOIAv0OYVtBIZk5IPv5o_iWBVeAhabcdefghi <<< 'yes'`

`download package appliance-upgrade <version>`	Download an upgrade package for a specific version of TanOS to the `/incoming` directory.
	
	Usage example:
	
	`ssh -q user@appliance download package appliance-upgrade 1.9.0`
	
	NOTE
	This command includes an interactive prompt to confirm the download. You can supply `yes` as a here string on stdin to skip the prompt automatically. For example:
	
	`ssh -q user@appliance download package appliance-upgrade 1.9.0 <<< 'yes'`

`export security key <key_type>`	Export the RAID or GRUB key to the `/outgoing` directory. For *key_type*, specify `raid` or `grub`.

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TanOS management commands for Tanium Appliance CLI (continued)

Command	Description
`netdiag <action>`	View network diagnostics. This command has the following actions: • `check ipsec` - View information about active IPsec tunnels. • `show listening ports` - View a list of all detected listening ports. • `show firewall` - View firewall details. • `show array latency` - View the latency between the current Appliance and other Array members.

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TanOS management commands for Tanium Appliance CLI (continued)

Command	Description

`performance <tool> [options]`	Manage performance data collection.
	
	The following tools are available:
	
	• `perf record <duration>` - Record performance data, where *duration* is the number of seconds to record.
	Usage example:
	`ssh -q user@appliance performance perf record 60 -t`
	
	• `perf top` - Monitor a performance counter in real-time. This command requires the `ssh -t` option. To exit, press `Q`.
	
	• `vmstat <delay> [count]` - Monitor virtual memory statistics, where *delay* is the number of seconds between updates, and *count* is the number of times to show statistics. For example, if you specify a delay of `3` and a count of `10`, the command shows statistics for ten intervals of three seconds, so the total duration is 30 seconds. If you omit the count, the command returns statistics according to the delay until you press **Ctrl-C**.
	Usage example:
	`ssh -qt user@appliance performance vmstat 3 10`
	
	• `iostat <delay> [count]` - Monitor I/O statistics, where *delay* is the number of seconds between updates, and *count* is the number of times to show statistics. For example, if you specify a delay of `3` and a count of `10`, the command shows statistics for ten intervals of three seconds, so the total duration is 30 seconds. If you omit the count, the command returns statistics according to the delay until you press **Ctrl-C**.
	
	• `pidstat <delay> [count]` - Monitor individual processes, where *delay* is the number of seconds between updates, and *count* is the number of times to show statistics. For example, if you specify a delay of `3` and a count of `10`, the command shows statistics for ten intervals of three seconds, so the total duration is 30 seconds. If you omit the count, the command returns statistics according to the delay until you press **Ctrl-C**.
	
	• `htop` - Monitor process usage in real-time. This command requires the `ssh -t` option. To exit, press `Q`.
	Usage example:
	`ssh -qt user@appliance performance htop`
	
	• `iotop` - Monitor I/O usage in real-time. This command requires the `ssh -t` option. To exit, press `Q`.
	
	Options:
	
	• `-t` - Limit results to Tanium-related process. This option is unavailable for the `iostat` and `pidstat` tools.
	
	• `-D` - Data clean-up, for when a command is interrupted.

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TanOS management commands for Tanium Appliance CLI (continued)

Command	Description
`reboot appliance [--force]`	Reboot the Appliance. This command includes an interactive prompt to confirm the reboot. You can supply `yes` as a here string on stdin to skip the prompt automatically. For example: `ssh -q user@appliance reboot appliance <<< 'yes'` Use the `--force` flag to skip the confirmation prompt and stop any existing maintenance action before rebooting. The reboot runs in the background and the SSH session returns immediately.
`report info [text|json]`	Report basic information for the Appliance, including the serial number, Server name, TanOS version, role, and Tanium version. Specify `json` to output the report in JSON format. The default format is `text`. This command is available to users with the `tanuser` role.
`reset software`	Removes all Tanium Core Platform software from the Appliance, but preserves TanOS settings such as network and system user configuration. NOTE This command includes an interactive prompt to confirm the reset. You can supply `yes` as a here string on stdin to skip the prompt automatically. For example: `ssh -q user@appliance reset software <<< 'yes'`
`rotate security key grub`	Generate a new GRUB key
`security export aide`	Export the last run Advanced Intrusion Detection Environment (AIDE) report to the `/outgoing` directory.
`security initialize aide`	Enable AIDE and weekly AIDE reports.
`security run aide`	Manually run an AIDE report.

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TanOS management commands for Tanium Appliance CLI (continued)

Command	Description

`security set <setting> <value>`	Configure advanced security settings. Available settings, with the available values for each setting, are as follows:
	• `fips` - FIPS mode
	  ◦ `enabled`
	  ◦ `disabled`
	• `aide` - AIDE reporting
	  ◦ `disabled`
	To enable AIDE, use `security initialize aide`.
	• `selinux` - Security-Enhanced Linux (SELinux) mode
	  ◦ `enforcing`
	  ◦ `permissive`
	NOTE TanOS configures SELinux in enforcing mode with the targeted policy during initial startup. All TanOS user accounts are mapped to the `staff_u` SELinux user.
	• `menu_timeout` - The time TanOS menus wait for input before canceling user sessions
	  ◦ `0` (timeout disabled)
	  ◦ Timeout value in seconds
	NOTE Enabling FIPS mode includes an interactive prompt. You can supply `yes` as a here string on stdin to skip the prompt automatically. For example:
	`ssh -q user@appliance security set fips enabled <<< 'yes'`

`security show [json]`	Show advanced security settings. To return settings in JSON format, specify `json`.

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TanOS management commands for Tanium Appliance CLI (continued)

Command	Description

`service <action>`	Control Tanium Core Platform and TanOS services
	
	This command has the following actions:
	
	• `list [service|alias] [service|alias] ...` - List controllable services with the basic status for each service. Specify an *alias* to list a specific group of services, or specify *service* names to view the basic status of those services.
	
	• `status <service|alias> [service|alias] ...` - Display detailed status and activity for each specified *service* or each service indicated by a specified *alias*.
	
	• `start <service|alias> [service|alias] ...` - Start each specified *service* or each service indicated by a specified *alias*.
	
	• `stop <service|alias> [service|alias] ...` - Stop each specified *service* or each service indicated by a specified *alias*.
	
	• `restart <service|alias> [service|alias] ...` - Restart each specified *service* or each service indicated by a specified *alias*.
	
	• `enable <service|alias> [service|alias] ...` - Enable each specified *service* or each service indicated by a specified *alias*.
	
	• `disable <service|alias> [service|alias] ...` - Disable each specified *service* or each service indicated by a specified *alias*.
	
	• `is-enabled <service|alias> [service|alias] ...` - Display whether each specified *service* or each service indicated by a specified *alias* is enabled.
	
	• `is-active <service|alias> [service|alias] ...` - Display whether each specified *service* or each service indicated by a specified *alias* is active.
	
	• `is-failed <service|alias> [service|alias] ...` - Display whether each specified *service* or each service indicated by a specified *alias* has failed.
	
	You can indicate multiple services using the following aliases:
	
	• `all` - All controllable services
	
	• `all_tanium` - All Tanium Core Platform services, except for database services
	
	• `all_db` - All database services
	
	• `all_os` - All TanOS services
	
	• `all_ts` - All Tanium Server services
	
	• `all_tms` - All Module Server and module services
	
	Usage examples:
	
	`ssh -q user@appliance service list`
	
	`ssh -q user@appliance service status all_tanium`
	
	`ssh -q user@appliance service restart taniumserver.service`

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TanOS management commands for Tanium Appliance CLI (continued)

Command	Description
`set backup key`	Set the public key to encrypt backup files. The public key must be in PEM format. When the key is imported successfully, the command displays the key ID.
`set fqdn`	Set the FQDN for the Appliance. This command is available only when the Appliance does not have a role installed. Usage example: `ssh -q user@appliance set fqdn Appliance.example.com`
`set nameservers`	Set one or more DNS name servers for the Appliance. Any existing name servers are overwritten. Usage example: `ssh -q user@appliance set nameservers 8.8.8.8 9.9.9.9`
`set ntp <server1> [server2]`	Set NTP servers for the Appliance. To configure an NTP server that requires authentication, you can specify a colon-separated value for the argument that contains the server name, key ID, key type, and key value. Usage example: `ssh -q user@appliance set ntp ntp.secret.corp:42:SHA1:bfb7759a67daeb65410490b4d98bb9da7d1ea2ce`
`show nameservers`	Show the DNS name servers for the Appliance.
`show ntp`	Show the NTP servers that are configured and connection information. This command is available to users with the `tanuser` role.
`show ssh-host-fingerprints`	Show the SSH host fingerprints.
`sync partitions`	Create a backup of the active partition by copying its contents to the inactive partition. This may take a while to complete. Tanium services are stopped during the backup.
`upgrade appliance [--interactive] [version]`	Upgrade TanOS to the specified version on the Appliance. Run the command without a version to display the available versions found on the Appliance. Use the `--interactive` flag to respond to confirmation prompts during the upgrade rather than accepting default responses. Requires `ssh -t`. Usage example: `ssh -q user@appliance upgrade appliance 1.9.0`

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TanOS user management commands

TanOS user management commands for Tanium Appliance CLI

Command	Description

`add pubkeys`	Add entries to the `authorized_keys` file for the user. The command prompts you to paste the contents of keys to add, or you can provide the key file or contents on stdin.
	
	This command is available to users with the `tanuser` role.
	
	Usage example:
	
	`ssh -q user@appliance add pubkeys < ~/.ssh/my-key.pub`
	
	TIP
	
	You can use the **ssh-copy-id** command in OpenSSH to add an SSH public key from your local host to any TanOS user with the `tanadmin` role on the Tanium Appliance. For example:
	
	`ssh-copy-id -i public_key_file user@appliance`

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TanOS user management commands for Tanium Appliance CLI (continued)

Command	Description

`configure mfa <action>`	Configure authentication requirements and multifactor settings.
	
	This command has the following actions:
	
	• `show global [json]` - Show the global authentication requirements and multifactor settings. Specify `json` to output JSON format.
	
	• `enable global <auth_type>` - Enable global password requirement, key requirement, or multifactor authentication. For `auth_type`, specify `key`, `password`, or `mfa`.
	
	IMPORTANT: To make sure an admin user can still sign in through SSH after you enable multifactor authentication, you must either exempt at least one admin user or configure multifactor authentication individually for at least one admin user before you enable multifactor authentication globally.
	
	• `disable global <auth_type>` - Disable global password requirement, key requirement, or multifactor authentication. For `auth_type`, specify `key`, `password`, or `mfa`.
	
	• `exempt user <user_name>` - Exempt the specified user from global multifactor authentication requirements.
	
	• `reset global` - Reset global password, key, and multifactor authentication requirements to optional.
	
	• `show user <user_name>` - Show the account requirements and multifactor settings for the specified user.
	
	• `enable user gauth <user_name>` - Configure Google Authenticator multifactor authentication for a user.
	
	NOTE: You must use the `-t` option to run SSH in terminal mode for TanOS to display the QR code during MFA setup; otherwise, TanOS displays only the URL.
	
	• `reset user <user_name>` - Reset the multifactor authentication settings for the specified user.
	
	Usage examples:
	
	`ssh -q user@appliance exempt user backup-admin`
	
	`ssh -q user@appliance enable global mfa`

`copy pubkeys tancopy`	Copy the SSH keys for the current user to the `authorized_keys` file for the `tancopy` user account.

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TanOS user management commands for Tanium Appliance CLI (continued)

Command	Description

`delete pubkeys`	Remove entries from the `authorized_keys` file for the user. The command prompts you to paste the contents of keys to delete, or you can provide key contents on stdin.
	
	Use the following command to list the contents of the `authorized_keys` file. You can copy the contents of individual keys from the provided list.
	
	`ssh -q user@appliance show pubkeys authorized_keys`
	
	This command is available to users with the `tanuser` role.
	
	Usage example:
	
	`ssh -q user@appliance delete pubkeys < key-to-delete.pub`

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TanOS user management commands for Tanium Appliance CLI (continued)

Command	Description

`ldap-auth <action>`	Configure LDAP authentication for TanOS users.
	
	This command has the following actions:
	
	• `config list` - Display the current TanOS LDAP configuration.
	• `config get <setting>` - Display the value of the specified setting.
	• `config set <setting> <value>` - Set the *value* of the specified *setting*.
	• `config enable` - Enable the TanOS LDAP configuration with the current settings.
	• `config disable` - Disable the TanOS LDAP configuration.
	• `config validate` - Validate whether the required settings are configured.
	
	NOTE This action does not check the server connection.
	
	• `config password` - Set the password for the user used to sign in and query the directory. This command prompts you to enter the password, or you can provide the password on stdin.
	Usage example:
	`ssh -q user@appliance ldap-auth config password <<< 'my_ldap_password'`
	
	TIP Configure the user name in the `bind_dn` setting:
	`ssh -q user@appliance ldap-auth config set bind_dn <user_name>`
	
	• `config import` - Import the TanOS LDAP configuration from the `/incoming` directory on the Appliance.
	• `config export` -Export the TanOS LDAP configuration from the `/outgoing` directory on the Appliance.
	• `config install` - Import a TanOS LDAP configuration supplied on stdin.
	• `config reset` - Reset the TanOS LDAP configuration.
	• `cert install` - Install the LDAP server root CA certificate supplied on stdin.
	• `cert import` - Import a LDAP server root CA certificate from the `/incoming` directory on the Appliance.
	• `cert export` -Export the LDAP server root CA certificate to the `/outgoing` directory on the Appliance.
	• `verify group <groupname>` - Verify that an LDAP query returns a specific group.
	• `verify user <username>` - Verify that an LDAP query returns a specific user.
	• `status sssd` - Display the status of the sssd service.
	• `status counts` -Display counts of users and groups.
	• `status users` - Display the list of visible users.
	• `status groups` - Display the list of visible groups.

TanOS user management commands for Tanium Appliance CLI (continued)

Command	Description
`local-auth <action>`	Manage Tanium Console user accounts in the local authentication service when it is enabled. For more information, see Configure the local authentication service for Tanium Console users on page 182. This command has the following actions: • `local-auth add user <user_name> <first_name> <last_name>` - Add a Tanium Console user account with the specified user name, first name, and last name to the local authentication service. This command prompts for the password for the new user when run interactively, or you can supply the password on stdin. • `local-auth delete user <user_name>` - Delete the specified Tanium Console user account from the local authentication service. • `local-auth list users` - List Tanium Console user accounts in the local authentication service. • `local-auth set password <user_name>` - Change the password for the specified Tanium Console user account in the local authentication service. This command prompts for the new password when run interactively, or you can supply the new password on stdin. Usage example: `ssh -q user@appliance local-auth set password SomeConsoleUser <<< 'new-console-password'` • `local-auth unlock user <username>` - Unlock a Tanium Console user account in the local authentication service.

`register ssh-host <remote_host> [scan]`	Add entries to SSH `known_hosts` file for the current user.
	
	You can provide fingerprints for the remote host on stdin, or you can use the `scan` option to automatically discover and add the fingerprints of a remote host. For example:
	
	`ssh -q user@Array_manager register ssh-host 192.168.15.115 < fingerprints.txt`
	`ssh -q user@Array_manager register ssh-host 192.168.15.253 scan`
	
	BEST PRACTICE: For a higher level of security, explicitly provide the fingerprints that you have verified to belong to the remote host on stdin instead of using the `scan` option.

`show pubkeys <key_type>`	Show the SSH public keys for the current user. Key types: • `identity` - Show the identity public key file for the user (`id_rsa.pub`). • `authorized_keys` - Show entries in the `authorized_keys` file for the user.

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TanOS user management commands for Tanium Appliance CLI (continued)

Command	Description
`set password`	Change the password for the current user. This command prompts for the new password when run interactively, or you can supply the new password on stdin. This command is available to users with the `tanuser` role. Usage example: `ssh -q user@appliance set password <<< 'my-new-password'`

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TanOS user management commands for Tanium Appliance CLI (continued)

Command	Description
`system-auth <action>`	Manage TanOS system users. This command has the following actions: • `list users` - List all TanOS system users. • `show user <user_name>` - Show the details of the specified TanOS system user. • `add user <user_name> <first_name> <last_name> [options]` - Add a TanOS system user with the specifier user name, first name, and last name. The following options are available: ◦ `--role` - Specify `tanadmin` or `tanuser`. The default is `tanadmin`. ◦ `--sshkey` - Add an SSH key for the user. If you specify this option, you must provide a single SSH public key on stdin. ◦ `--nopassword` - Disable password authentication for the user and require an SSH key for sign-in on SSH connections. Usage example: `ssh -q user@appliance add user NewUser John Smith --sshkey < pubkey.pub` • `reset ssh lockout <user_name>` - Reset a specified TanOS system user who is locked out from sign-in on SSH connections. • `change password <user_name>` - Reset the password for another TanOS system user. The command randomly generates and displays a new password for the specified user. NOTE: If you specify the user who is currently signed in rather than another user, the command behaves the same as `set password`, and you can either provide a new password on the standard input stream or set a password at the interactive prompt. You cannot specify a new password for another user. • `disable password access <user_name>` - Disable password authentication for the specified TanOS system user and require an SSH key for sign-in on SSH connections. • `enable user <user_name>` - Enable the specified TanOS system user. • `disable user <user_name>` - Disable the specified TanOS system user. • `protect user <user_name>` - Protect a user account with the `tanadmin` role, which prevents it from being disabled or deleted. • `unprotect user <user_name>` - Unprotect a user account. • `delete user <user_name>` - Delete the specified TanOS system user.

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Examples

Show a list of commands

Command:

```
ssh -q tanadmin@10.10.10.55 help
```

Example response:

```
The following commands are available in the TanOS CLI.

Tanium Platform
 install aio: Install the All-in-One role
 install ts: Install the Tanium Server role
 install tms: Install the Tanium Module Server role
 install tzs: Install the Tanium Zone Server role
 add hub: Add a Zone Server Hub to a TS or AiO
 remove hub: Remove the Tanium Zone Server Hub
 upgrade tanium: Upgrade Tanium software
 configure module service: Configure the Tanium Server to use a Module Server
 register module service: Register the Tanium Module Server

TanOS Appliance Array
 create Array: Create a new Appliance Array
 reset Array: Reset this Appliance's Array configuration
 add Array member: Add a Member to the Array

TanOS Management
 report info: Report information about the Appliance
 reset software: Reset the software on the Appliance
 upgrade Appliance: Upgrade the Appliance
 set backup key: Set the Backup Encryption Key
 copy pubkeys tancopy: Copy the user's SSH keys to tancopy

To see more information about each command, run it with the option "help". E.g.
ssh -q user@appliance install ts help
```

Show help for the install aio command

Command:

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```
ssh -q tanadmin@10.10.10.55 install aio help
```

Example response:

```
Install the All-in-One role

Installs the All-in-One role (TaniumServer and TaniumModuleServer) onto the Appliance.
This option requires the password to be used for the 'tanium'
console user.

Usage:   install aio <version>
Example: ssh -q user@appliance install aio 7.8.4.1234
Menu:    1-1
```

Install the Tanium Zone Server Hub add-on

Command:

```
ssh -q tanadmin@10.10.10.55 add hub
```

Example response:

```
staging /opt/utils/installers/TaniumZoneServer-7.8.4.1234-1.x86_64.rpm
Checking RPM signatures
Signature verification succeeded.
Installing Tanium Zone Server
Preparing packages...
TaniumZoneServer-7.8.4.1234-1.x86_64
TaniumZoneServer service installed. Complete installation by:
1. Set ServerName with '/opt/Tanium/TaniumZoneServer/TaniumZoneServer config set
ServerName <name>'
2. Set any desired optional settings (ServerPort, LogVerbosityLevel, etc) by running
'/opt/Tanium/TaniumZoneServer/TaniumZoneServer config set <key> <value>'
3. Copy tanium-init.dat file into /opt/Tanium/TaniumZoneServer/TaniumZoneServer
4. Enable the TaniumZoneServer with 'systemctl enable taniumzoneserver'
5. Start the TaniumZoneServer with 'systemctl start taniumzoneserver'
If you are configuring this to be a TaniumZoneServer Hub do the following:
1. '/opt/Tanium/TaniumZoneServer/TaniumZoneServer config set ZoneHubFlag 1'
2. Create a file named ZoneServerList.txt in the /opt/Tanium/TaniumZoneServer/
```

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```
directory with the ip addresses/FQDNs of the ZoneServers
Tanium Zone Server Installation completed
Configuring Zone Server Hub
 Add-On Zone Server Hub install - copied public key
Tanium Zone Server Installation completed
```

Retrieve Appliance information

Command:

```
ssh -q tanadmin@10.10.10.55 report info
```

Example response:

```
Serial Number:      5c7a65fd-2b96-4732-b2a1-fd9f56b8801e
Name:               ts1
TanOS Version:      1.9.0.1234
Role:               Tanium Server
TaniumServer:       7.8.4.1234
```

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Reference: Transfer files to and from the Appliance

During various operations that you perform on the Appliance, you might need to upload or download files. Operations that produce logs or other output place files in the `/outgoing` directory, from which you can download it. When you must supply a file, you upload it to the `/incoming` directory. You perform these file transfers using an SFTP client, such as WinSCP in Windows or the `sftp` utility in macOS or Linux, and connecting as the `tancopy` user. You must have an SSH key configured for the `tancopy` user and use it for authentication.

Configure the SSH key for the tancopy user

You typically configure this SSH key during initial setup of the Appliances. This information is provided as reference if you need to reconfigure the key.

1. Use an SSH key generator such as ssh-keygen to generate a public/private key pair. Note:
    - Specify an RSA key with 2048 bits (such as `ssh-keygen -t rsa -b 2048`).
    - Specify a passphrase that is easy to remember.
    - Save the private key to a location that you can access when you set up your SFTP client.
2. Copy the text in the public key file to the clipboard. If you use ssh-keygen, copy the contents of the `.pub` file that you created.

    

    In an SSH key exchange, the keys must match exactly, including line endings.
3. Sign in to the TanOS console as a user with the `tanadmin` role.
4. Enter `C-U` (User Administration > TanOS User Management).
5. Enter the line number for the `tancopy` user to go to the user administration menu for this user.
6. Enter `A` (Authorized Keys).
7. Enter `A` and follow the prompts to add the contents of the public key generated in Step 1.

Connect using SFTP to transfer files

Use an SFTP client on your management computer, such as WinSCP in Windows or the `sftp` utility in macOS or Linux, to connect to the Appliance. The following steps demonstrate configuring the connection in WinSCP:

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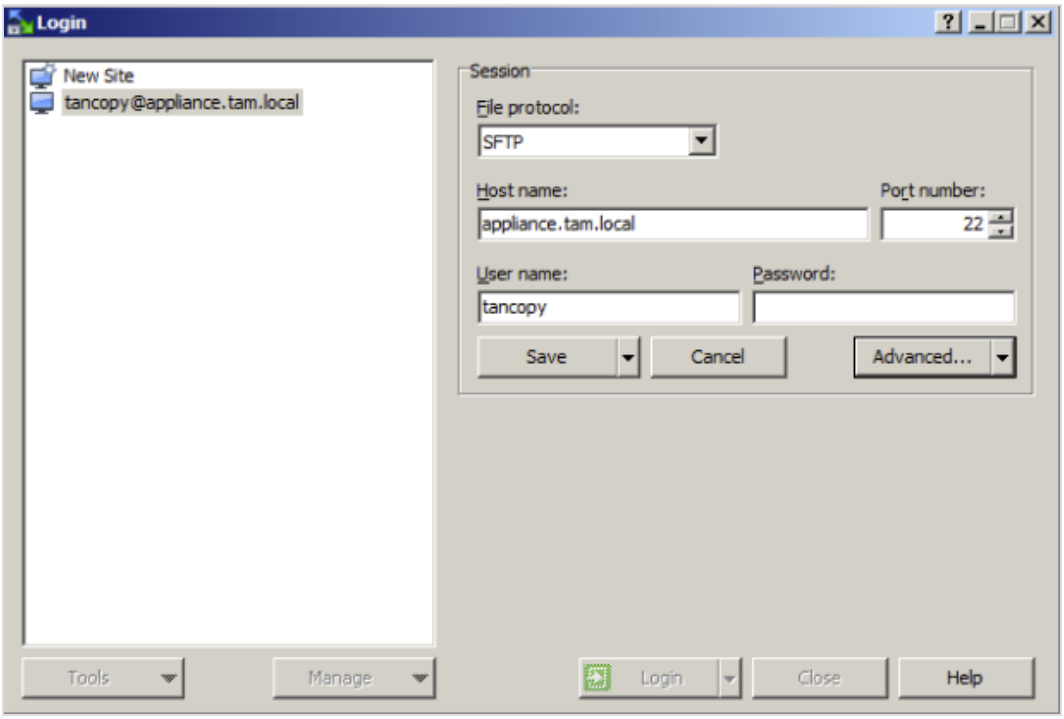
1. Specify `tancopy` for user name.



2. Click **Advanced**.

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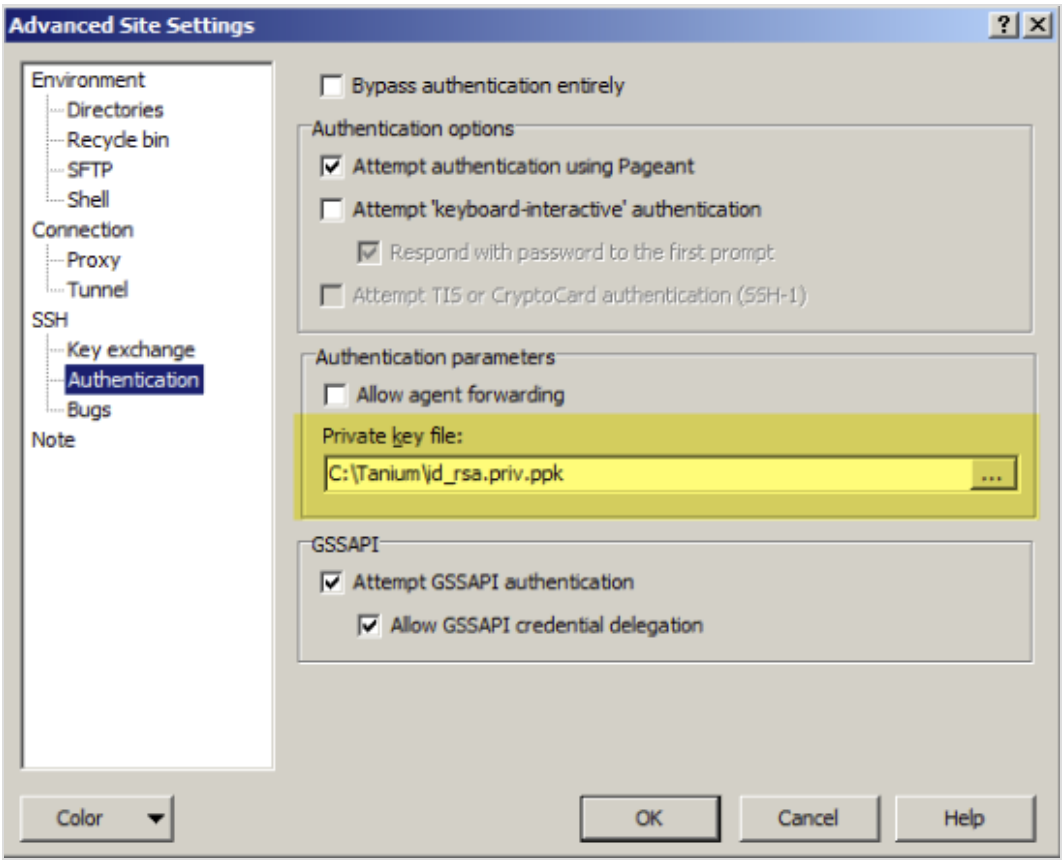
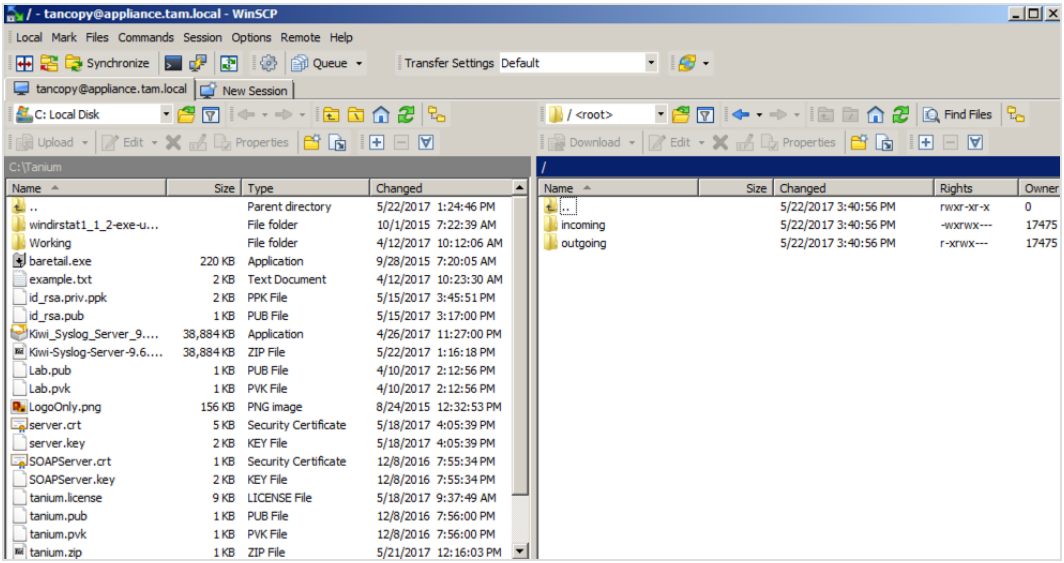
3. Under SSH, browse and select the private key that pairs with the public key uploaded to the Appliance.



4. Save the configuration and click **Login** to initiate the connection.

   After you connect to the Appliance, upload files to the `/incoming` directory, and download files from the `/outgoing` directory.



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Reference: Tanium Core Platform command-line interface in an Appliance deployment

In special cases, such as troubleshooting specific issues with assistance from Tanium Support, you might use the command-line interface (CLI) on Tanium Core Platform Servers to configure platform settings.

- Typically, you change platform settings through Tanium Console or the TanOS menu. For more information, see Tanium Console User Guide: Managing Tanium Core Platform settings and Manage Tanium Core Platform settings on Tanium Appliances on page 195.
- For more information about the TanOS CLI, which is separate from the Tanium Core Platform CLI, see Reference: TanOS command line interface on page 363.



- Contact Tanium Support for guidance before you create, edit, or delete platform settings.
- You must be granted read-write shell access before using this CLI. For more information, see Request read-write restricted shell or full shell access on page 306.

The following table lists the locations where the CLI programs reside. For descriptions of the settings that you can edit, see Deployment-related settings reference on page 398.

CLI executables on Tanium Appliances

Component	CLI program location
Tanium Server	`/opt/Tanium/TaniumServer/TaniumServer`
Tanium Module Server	`/opt/Tanium/TaniumModuleServer/TaniumModuleServer`
Tanium Zone Server	`/opt/Tanium/TaniumZoneServer/ZoneServer`
TDownloader: Tanium Server	`/opt/Tanium/TaniumServer/TaniumTDownloader`
TDownloader: Module Server	`/opt/Tanium/TaniumModuleServer/TaniumTDownloader`

CLI examples

The following examples show how to use the CLI.

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Display help

```
cmd-prompt>./TaniumServer --help
Usage: TaniumServer [options] <command> [<args>]

General Options:
  -h [ --help ]         Print this help message
  -v [ --version ]      Print the version
  --verbose             Verbose output

Service Options:
  -i                    Install the service
  -u                    Uninstall the service
  -s                    Start the service
  -e                    Stop the service

Internal Tanium Options - DO NOT USE:
  -d                    Run without daemonizing

Commands:
  config                Manage configuration
  clean-downloads       Clean the downloads catalog
  database              Manages a database
  global-settings       Manages global settings
  license               Manages Deployment License
  pki                   Manages PKI
  registration-secret   Manages Client registration secrets
  server-registrations  Manages Server registration requests
  test-hsm              Test an HSM configuration
  trust-module-certs    Add trusted Module Server certificates

For help on a specific command run `TaniumServer COMMAND -h`
```

Display config help

```
cmd-prompt>./TaniumServer config --help
Usage: TaniumServer config <action> [<key>] [<value>]

Actions:
  config list                       List all keys and non-protected values
  config list-protected             List all keys and values
```

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```
  config get <key>                    Print non-protected config value
  config get-protected <key>          Print config value
  config set <key> <value>            Set config value and try to guess type
  config set-string <key> <value>     Set string value
  config set-protected <key> <value>  Set protected string value
  config set-number <key> <value>     Set numeric value (in decimal or hex notation)
  config remove <key>                 Remove config value
```

Example: List configuration settings

When displaying the current settings, note that the CLI output displays `(protected)` instead of the actual value for settings that are designated as protected, which means they are sensitive in the security sense.

```
cmd-prompt>./TaniumServer config list
Keys:
  - AddressMask: 16777215
  - ConsoleSettingsJSON: C:\Program Files\Tanium\Tanium Server\http\config\console.json
  - DBUserDomain: tam.local
  - DBUserName: taniumsvc
  - LogPath: C:\Program Files\Tanium\Tanium Server\Logs
  - LogVerbosityLevel: 1
  - Logs:
    - Logs.MiniDumpMessages:
      - Logs.MiniDumpMessages.FilterRegex: .*Begin MiniDumper.*
      - Logs.MiniDumpMessages.LogVerbosityLevel: 1
  - ModuleServer: tms1.tam.local,TMS1.tam.local:17477
  - ModuleServerPort: 17477
  - PGDLLPath: C:\Program Files\Tanium\Tanium Server\postgres\bin
  - PKIDatabasePassword: (protected)
  - PGRoot: C:\Program Files\Tanium\Tanium Server\postgres
  - Path: C:\Program Files\Tanium\Tanium Server
  - ProxyPassword: (protected)
  - ProxyPort:
  - ProxyServer:
  - ProxyType: NONE
  - ProxyUserid:
  - SQLConnectionString: postgres:localhost@dbname=postgres port=5432
  - ServerName: 0.0.0.0
  - ServerPort: 17472
  - ServerSOAPPort: 443
  - TrustedCertPath: C:\Program Files\Tanium\Tanium Server\Certs\installedcacert.crt
```

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```
  - TrustedModuleServerCertsPath: C:\Program Files\Tanium\Tanium Server\trusted-module-servers.crt
  - Version: 7.8.4.1234
```

Example: Set configuration values

```
cmd-prompt>./TaniumServer config set BypassProxyHostList host1.example.com,192.168.0.1
cmd-prompt>./TaniumServer config get BypassProxyHostList
host1.example.com,192.168.0.1
```

Example: Set configuration values

```
cmd-prompt>./TaniumTDownloader config set ProxyServer 192.168.0.2
cmd-prompt>./TaniumTDownloader config get ProxyServer
192.168.0.2
```

Example: Configure global settings

```
cmd-prompt>./TaniumServer global-settings -h
Usage: TaniumServer global-settings list|list-all|get|set|set-string|set-numbe
r|set-flags|unset-flags|remove

  -c [ --command ] arg  Command to run:
                            list
                            list-all
                            get <setting>
                            set <setting> <value>
                            set-string <setting> <value>
                            set-number <setting> <value>
                            set-flags <setting> [public|hidden|read-only|server...]
                            unset-flags <setting> [public|hidden|read-only|server ...]
                            remove <setting>

cmd-prompt>./TaniumServer global-settings set ReportingTLSMode 0
```

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Example: Add an administrator user

```
cmd-prompt>./TaniumServerdatabase -h
Usage: TaniumServer database create|upgrade|create-admin-user

  -c [ --command ] arg  Command to run:
                            create
                            upgrade
                            create-admin-user [username] [domain]
                            sqlserver2postgre outputfile

cmd-prompt>./TaniumServer database create-admin-user admin-recover tam.local
```

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Reference: Deployment-related Tanium Core Platform settings in an Appliance deployment

While you configure the most critical Tanium Core Platform Server settings during initial installation, you can configure additional deployment-related settings afterward.

This section lists many of the deployment-related settings that you might need to change for your environment.

You can change most Tanium Core Platform Server settings through Tanium Console. For more information, see Tanium Console User Guide: Managing Tanium Core Platform settings.

For a reference of all Tanium Core Platform settings Tanium Console User Guide: Reference: Tanium Core Platform settings.

To configure Tanium Client settings, see Tanium Client Management User Guide: Tanium Client CLI and Client settings.

Contact Tanium Support for help configuring settings for your deployment.

Configure settings in TanOS

You can change most settings through Tanium Console (see Tanium Console User Guide: Managing Tanium Core Platform settings), but if the Console is unavailable, you can use the following steps to configure these settings.

1. Sign in to the TanOS console as a user with the `tanadmin` role.
2. Enter `2`-`2` (Tanium Operations > Configuration Settings).
3. Enter the line number for the Tanium Core Platform Server on which to modify settings.
4. Use the menu to view and edit settings. Enter the line number for a setting to edit that setting, or enter `A` to add a new setting.

Deployment-related settings reference

Platform settings used during deployment

Settings	Platform components	Guidelines
AddressMask	Tanium Server (local)	Enter the hexadecimal value of a subnet CIDR that defines the boundaries of a Tanium linear chain of IPv4 Tanium Clients. Contact Tanium Support for guidance before configuring this setting. For more information about the setting, see .

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
AddressPrefixIPv6	Tanium Server (local)	Enter a decimal number from 0 to 128 to represent the IPv6 prefix that defines the boundaries of a linear chain of IPv6 Tanium Clients. By default, this setting is hidden and has a value of `0`, which specifies no peering. Contact Tanium Support to determine the optimum value for peering in IPv6 networks. Do not add or change the setting without direction from Support. For more information, see .
AllowedHubs	Tanium Server (local) Zone Server	Configure this setting based on the server type. • **Tanium Server**: Specify the Zone Server Hub that is allowed to connect to the Tanium Server. This setting has the value `127.0.0.1` because the Zone Server Hub is collocated on the Tanium Server in an Appliance deployment. • **Zone Server**: Enter a comma-separated list of IP addresses of Zone Server Hubs that are authorized to communicate with the Zone Server.
BypassCRLCheckHostList	Tanium Server Module Server TDownloader	List the servers that the Tanium Server or Module Server can trust without checking a certificate revocation list (CRL). The Tanium Server and Module Server perform a CRL check on all servers that are not in this list, and do not download files from a server that fails the check. Specify the servers by FQDN or IP address. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. If you configure the Tanium Server and Module Server to access Internet sites through a proxy server, you can configure BypassCRLCheckHostList through Tanium Appliance. For more information, see Tanium Console User Guide: Configuring proxy server settings.
BypassProxyHostList	Tanium Server Module Server TDownloader	If you configure the Tanium Core Platform to access Internet sites through a proxy server, enter a comma-separated list of FQDNs or IP addresses for the hosts that do not go through the proxy server. You do not have to enter `127.0.0.1`, `localhost`, or the Module Server, but enter active-active Tanium Servers if necessary. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). Specify literal values. All supported Tanium Core Platform versions allow wildcards. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.
content_base_url	Tanium Server	Do not edit this setting, which is automatically set to `https://`*`fqdn`*`/content` for air-gapped environments when you import air gap content (where *`fqdn`* is the fully qualified domain name of the Appliance on which you are installing the update).

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
DefaultHeaders	Tanium Server	The HTTP headers returned when a browser accesses Tanium Console. You can use this setting to enable HTTP Strict Transport Security (HSTS). For more information, see . Otherwise, do not change this setting unless Tanium Support instructs you to do so. IMPORTANT Do not enable HSTS if you have not installed a CA-issued certificate. Doing so disables access to Tanium Console.
EnforceAllowedHubs	Tanium Server (local) Zone Server	Configure this setting to enable (`1`) or disable (`0`) enforcement of the Tanium Console User Guide: AllowedHubs setting. EnforceAllowedHubs is a Zone Server setting. The default value is `1` and you must not change it.
ForceIPV6	Tanium Server Module Server TDownloader	In deployments where traffic between Tanium Core Platform Servers and the Internet traverses a proxy server, TDownloader resolves the proxy address as an IPv4 address by default. If the proxy server has an IPv6 address, add ForceIPV6 with a value of `1`. ForceIPV6 is a TDownloader setting on the Tanium Server and Module Server in both Appliance and Windows deployments. The setting is hidden by default and its default value is `0`. Contact Tanium Support for guidance before adding this setting (see Contact Tanium Support). For more information about proxy server settings, see Configuring proxy server settings.
HubPriorityList	Zone Server	Add this setting on the Zone Server to specify the FQDN or IP address of the preferred Zone Server Hub for sending Tanium Client content (such as sensor definitions, configuration information, and action package files) to the Zone Server. As long as that hub is available, the Zone Server does not receive content from any other hub. If the preferred hub goes down, the Zone Server fails over to receiving content from any other available hub. Typically you use this setting for active-active deployments that have pairs of Zone Servers and hubs, where each hub connects to each Zone Server. BEST PRACTICE In active-active deployments, add HubPriorityList to ensure that each Zone Server receives content from its closest hub. Configuring this setting also optimizes hub usage by ensuring that each hub serves one Zone Server instead of one hub servicing both Servers.
is_airgap	Tanium Server	Do not edit this setting, which indicates an air-gapped environment and is set automatically when you first import air gap content.

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
LogPath	Tanium Server Module Server Zone Server	The location for Tanium Server logs. The default is `/opt/Tanium/TaniumServer/Logs`.
LogVerbosityLevel	Tanium Server (local) Module Server Zone Server TDownloader	Specify the logging level as a decimal value on the Tanium Client, Tanium Server, Module Server, or Zone Server. On the Tanium Server and Module Server, you can configure the logging level separately for TDownloader. For best practices and configuration, see Logging levels. **NOTE** By default, this setting is not present on Tanium Clients unless you set the logging level when deploying Clients. **TIP** If you deploy an action to configure this setting on Tanium Clients, use the **Set Windows Tanium Client Logging Level** or **Set Tanium Client Logging Level [Non-Windows]** package. **BEST PRACTICE** On Tanium Clients that run on virtual desktop infrastructure (VDI) endpoints or endpoints with limited resources, leave this setting at the default value of 1 to minimize disk writes. Do not disable logging. For more information, see Tanium Client Management User Guide: Tuning Tanium Client settings for VDI endpoints and other endpoints with limited resources.
ModuleServer	Tanium Server (local)	This setting specifies the IP address or FQDN of the Module Server. It is set automatically when the Module Server registers with the Tanium Server during installation. Contact Tanium Support before editing this setting (see Contact Tanium Support).
ModuleServerPort	Tanium Server (local)	This setting specifies the Module Server port (default `17477`) for traffic from the Tanium Server. The port is set automatically when the Module Server registers with the Tanium Server during installation. Contact Tanium Support before editing this setting (see Contact Tanium Support).
PKIDatabasePassword	Tanium Server (local)	Specify a password to encrypt the root keys that the Tanium Server stores in the `pki.db` file. For more information, see Tanium Console User Guide: Encrypt the root keys databaseTanium Console User Guide: Encrypt the root keys database.

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
ProxyPassword	Tanium Server Module Server TDownloader	For a proxy server that requires authentication, enter the password of the Tanium Console User Guide: ProxyUserid user that establishes a connection with the proxy server. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ProxyPort	Tanium Server Module Server TDownloader	Specify the proxy server listening port. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ProxyServer	Tanium Server Module Server TDownloader	Specify the IP address of the proxy server. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings. NOTE By default, the proxy server address is resolved as an IPv4 address. If the proxy server has an IPv6 address, you must enter it within brackets (for example, `[2001:db8::1]`) and configure the TDownloader setting Tanium Console User Guide: ForceIPV6 to `1`.
ProxyType	Tanium Server Module Server TDownloader	Specify the type of proxy server authentication. Configure this setting in the TDownloader configuration on the Tanium Server and Module Server. The possible values are `Basic`, `NTLM`, or `None`. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ProxyUserid	Tanium Server Module Server TDownloader	For a proxy server that requires authentication, specify the user ID of the account that establishes a connection with the proxy server. ProxyUserid is a TDownloader setting on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.
ReportingTLSCertPath	Tanium Server Zone Server	Setting for inbound connections. Path to the TLS certificate that was created upon installation. This certificate is used in TLS connections initiated by the Tanium Client, the Tanium Zone Server Hub, or the Tanium Zone Server.

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
ReportingTLSKeyPath	Tanium Server Zone Server	Setting for inbound connections. Path to the private key file used in TLS connections. This setting must be present to enable TLS.
ReportingTLSMode	Tanium Server Zone Server	Set the mode for TLS connections from the Tanium Client to the Tanium Server or Zone Server: • `0` (TLS not used): TLS is disabled. This is the default value. • `1` (TLS required): If a TLS handshake fails, the Tanium Client cannot register or communicate with the Tanium Server or Zone Server. • `2` (TLS optional): The Tanium Client tries to connect over TLS. If the TLS connection fails, the Tanium Client tries a non-TLS connection.  BEST PRACTICE If you will use TLS, initially setting the value to `2` is a best practice. After you confirm that Tanium Clients establish TLS connections reliably, setting the value to `1` will enforce the best security. Securing Tanium Server, Zone Server, and Tanium Client access.
RequireIncomingEncryption	Tanium Server Zone Server	Setting for inbound connections. Implicitly set to `0` by default. To set a different value, you must add the setting. • `0` (TLS not required) • `1` (TLS required) **Important**: When RequireIncomingEncryption is set to 1, only TLS connection requests are processed, so only Tanium Clients that have TLS enabled are able to register and be managed. Do not set this to `1` until you are sure all Tanium Clients that have been deployed are configured to use TLS (ReportingTLSMode=1 or ReportingTLSMode=2), and you are ready to deploy Tanium Client to new endpoints with TLS configured prior to initial registration.

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
ServerName	Tanium Server Module Server	On the Tanium Server or Module Server, specify the network adapter binding that the Server uses to listen for IPv4 Client registrations. By default, this setting is hidden and has a value of `0.0.0.0`, which specifies binding to all network adapters. Contact Tanium Support for guidance before changing this setting (see Contact Tanium Support). NOTE: Do not specify a value for this setting on the Zone Server, where the setting is deprecated. On the Tanium Client, specify the FQDN or IP address of the Tanium Server or Zone Server with which the Client tries to connect. For more information, see . BEST PRACTICE: If you are manually configuring this setting, specify an FQDN. TIP: If you deploy an action to configure this setting on the Tanium Client, use the **Set Tanium Server Name** or **Set Tanium Server Name [Non-Windows]** package.
ServerNameIPv6	Tanium Server Module Server	By default, this setting is hidden and has a value of `[::]`, which specifies that the Server binds to all network adapters to listen for IPv6 Client registrations. To bind to a specific network adapter, add the setting and enter the IPv6 address of the adapter within square brackets (for example, `[2001:db8::1]`). Contact Tanium Support for guidance before adding this setting (see Contact Tanium Support).

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
ServerPort	Tanium Server (local) Module Server Zone Server	On Tanium Core Platform Servers, the ServerPort is set during Server installation. Update this setting if necessary according to the Tanium infrastructure and Server: For information about updating the port, see Manage Tanium Core Platform settings. You can update the following ports: • **Tanium Server**: Specify the port on which the Server listens for Tanium Clients. The default is `17472`. Do not change ServerPort in the `TaniumServer.ini` configuration file. • **Module Server**: Specify the port for traffic from the Tanium Server. The default is `17477`. • **Zone Server Hub**: Specify the inbound port for traffic from the Tanium Server and Zone Server. The default is `17472`. On the Tanium Client, the ServerPort is set during Client installation. It specifies the port to use for communication between Clients and between Clients and Tanium Core Platform Servers. The default is 17472. If you need to update the port, see . NOTE If you configure the Reference: Deployment-related Tanium Core Platform settings in an Appliance deployment on page 398 or Reference: Deployment-related Tanium Core Platform settings in an Appliance deployment on page 398 setting, it overrides ServerPort for client-client communication. For more information, see .
ServerSOAPPort	Tanium Server (local)	Specify the port for Tanium Appliance and the SOAP API. The default is `8443`. Port `443` redirects to this `8443`.

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
SQLConnectionString	Tanium Server (local)	Specify connection information for the Tanium database server, such as in the following examples: `postgres:<server IP address>@user=postgres dbname=tanium sslmode=require sslcert=/opt/Tanium/.postgresql/postgresql.crt sslkey=/opt/Tanium/.postgresql/postgresql.key sslcompression=1` For the supported PostgreSQL keywords, such as `dbname`, `port`, and `user`, see the PostgreSQL documentation . **IMPORTANT** If you change this setting, you must restart the Tanium Server: For more information, see Start, stop, and restart Tanium services.
SSLCipherSuite	Tanium Server (local)	Specify the cipher suites to use for TLS connections to the Tanium Server from the Module Server or the systems of Tanium Console users. The default is `TLS_AES_128_GCM_SHA256:TLS_AES_256_GCM_SHA384:TLS_CHACHA20_POLY1305_SHA256:ECDHE-ECDSA-AES128-GCM-SHA256:ECDHE-RSA-AES128-GCM-SHA256:ECDHE-ECDSA-AES256-GCM-SHA384:ECDHE-RSA-AES256-GCM-SHA384:ECDHE-ECDSA-CHACHA20-POLY1305:ECDHE-RSA-CHACHA20-POLY1305:DHE-RSA-AES128-GCM-SHA256:DHE-RSA-AES256-GCM-SHA384`. For more information, see Supported cipher suites.
SSLHonorCipherOrder	Tanium Server (local)	When the Tanium Server and Tanium Client determine a mutual set of supported ciphers, the Client normally selects which cipher to use. However, if you set SSLHonorCipherOrder to `1`, the Server selects a mutually supported cipher based on the SSLCipherSuite on page 406 setting. The Server applies an order of preference from left to right when selecting from the ciphers that SSLCipherSuite lists. For more information, see Supported cipher suites.
TrustedCertPath	Tanium Server TDownloader	Path to the certificate file used for secure connections to the Tanium Console port.
TrustedHostList	Tanium Server (local) Module Server TDownloader	By default, the Tanium Server and Module Server validate the SSL/TLS certificate of remote servers when establishing connections to them (such as for downloading files). To bypass certificate validation for specific servers, enter their FQDN or IP address. You do not have to enter 127.0.0.1, localhost, the Tanium Module Server, or Tanium Servers (standalone or active-active). Wildcards are supported. You must enter IPv6 addresses within square brackets (for example, `[2001:db8::1]`). TrustedHostList is a TDownloader setting on the Tanium Server and Module Server. For more information, see Tanium Console User Guide: Configuring proxy server settings.

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Platform settings used during deployment (continued)

Settings	Platform components	Guidelines
Version	Tanium Server (local) Module Server Zone Server Zone Server Hub	Do not edit this setting, which indicates the Server or Client version.
ZoneHubFlag	Zone Server Zone Server Hub	On the host where you install an instance of the Zone Server or Zone Server Hub, this setting indicates whether the current instance is (`1`) or is not (`0`) a hub. View the setting through the TanOS console. For more information, see Manage Tanium Core Platform settings.

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Reference: Tanium Appliance sizing and specifications

This page lists deployment sizing and specifications for the physical Tanium Appliance, cloud-based Tanium Appliance, and the virtual Tanium Appliance.

Any modification to the Licensed Software by Customer or any third-party or failure by Customer to implement any Enhancements to the Licensed Software may void Tanium's obligation to provide Support Services and Tanium's warranties.

Tanium Appliance options and sizing

Tanium Appliance sizing options by endpoint count and role

Role	< 10,000 Endpoints	< 35,000 Endpoints	< 50,000 Endpoints	< 100,000 Endpoints	< 200,000 Endpoints	< 500,000 Endpoints	> 500,000 Endpoints
Tanium Server	Small physical Appliance Virtual Appliance Cloud-based Appliance	Small physical Appliance Virtual Appliance Cloud-based Appliance	Small physical Appliance Virtual Appliance Cloud-based Appliance	Medium physical Appliance Virtual Appliance Cloud-based Appliance	Medium physical Appliance Cloud-based Appliance	Large physical Appliance Cloud-based Appliance	Extra-large physical Appliance Cloud-based Appliance
Module Server	Small physical Appliance Virtual Appliance Cloud-based Appliance	Small physical Appliance Virtual Appliance Cloud-based Appliance	Small physical Appliance Virtual Appliance Cloud-based Appliance	Small physical Appliance Virtual Appliance Cloud-based Appliance	Small physical Appliance Cloud-based Appliance	Medium physical Appliance Cloud-based Appliance	Medium physical Appliance Cloud-based Appliance
Zone Server	Small physical Appliance Virtual Appliance Cloud-based Appliance	Small physical Appliance Virtual Appliance Cloud-based Appliance	Small physical Appliance Virtual Appliance Cloud-based Appliance	Medium physical Appliance Virtual Appliance Cloud-based Appliance	Medium physical Appliance Cloud-based Appliance	Large physical Appliance Cloud-based Appliance	Extra-large physical Appliance Cloud-based Appliance

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Tanium Appliance sizing options by endpoint count and role (continued)

Role	< 10,000 Endpoints	< 35,000 Endpoints	< 50,000 Endpoints	< 100,000 Endpoints	< 200,000 Endpoints	< 500,000 Endpoints	> 500,000 Endpoints
Development (any role)	Virtual Appliance Cloud-based Appliance	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported
Cloud Access Point	Virtual Appliance Cloud-based Appliance	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported

Physical Tanium Appliance specifications

NOTE

The specifications listed in this section apply to version 4 of each physical Tanium Appliance.

Physical Tanium Appliance component specifications

Physical Tanium Appliance component specifications

	Small	Medium	Large	Extra-Large
Operating System	TanOS	TanOS	TanOS	TanOS
Processor Count	2	2	4	4
Processor Core Count	24	48	72	96
RAM	128 GB	512 GB	1024 GB	1536 GB
Disk Space Available for Tanium Software and Data	1728 GB	3456 GB	3456 GB	5184 GB
Disk Type	SSD SAS 24Gbps FIPS 140-2	SSD SAS 24Gbps FIPS 140-2	SSD SAS 24Gbps FIPS 140-2	SSD SAS 24Gbps FIPS 140-2

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Physical Tanium Appliance component specifications (continued)

	Small	Medium	Large	Extra-Large
Out-of-Band Management	iDRAC9 Enterprise	iDRAC9 Enterprise	iDRAC9 Enterprise with dedicated NIC	iDRAC9 Enterprise with dedicated NIC
NICs (Copper option)	2 x Dual Port 10GbE (RJ45)	2 x Dual Port 10GbE (RJ45)	2 x Quad Port 10GbE (RJ45)	2 x Quad Port 10GbE (RJ45)
NICs (Fiber option)	2 x Dual Port 10GbE (SFP+, short-range optics provided)	2 x Dual Port 10GbE (SFP+, short-range optics provided)	2 x Quad Port 10/25GbE (SFP28, short-range optics provided)	2 x Quad Port 10/25GbE (SFP28, short-range optics provided)
Power Supply	Dual, Fully Redundant Platinum 800W	Dual, Fully Redundant Platinum 800W	Dual, Fully Redundant Platinum 2400W	Dual, Fully Redundant Platinum 2400W

Physical Tanium Appliance environmental specifications

Physical Tanium Appliance environmental specifications

	Small / Medium	Large / Extra Large
Input Voltage / Current	100–240 VAC / 4.7–9.2 A	100–240 VAC / 13.5–16 A
Frequency	50/60 Hz	50/60 Hz
Power Cord	2 x C13 to C14 or 2 x C13 to NEMA 5-15P	2 x C19 to C20
PSU Heat Dissipation	3000 BTU/hr max	9000 BTU/hr max
Operating Temperature	50–95°F (10°C–35°C)	50–95°F (10–35°C)
Operating Altitude	< 10,000 ft (3048 m)	< 10,000 ft (3048 m)

Physical Tanium Appliance dimensions

Physical Tanium Appliance dimensions

	Small / Medium	Large / Extra-Large
Form Factor	1U (Std Rack)	2U (Std Rack)
System Dimensions	19 in. (482 mm) W (with ears) 17.1 in. (434 mm) W (case only) 26.1 in. (662 mm) D (with PSU handle) 24.7 in. (627 mm) D (case only) 1.7 in. (43 mm) H	19 in. (482 mm) W (with ears) 17.5 in. (444 mm) W (case only) 33.4 in. (848 mm) D (with PSU handle) 32.2 in. (817 mm) D (case only) 3.4 in. (87 mm) H

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Cloud-based Tanium Appliance and virtual Tanium Appliance specifications

Cloud-based Tanium Appliance deployment

Tanium provides cloud-based Tanium Appliance images for the following cloud providers:

Cloud Tanium Appliance supported deployment providers

Provider	Boot type
AWS (x86-64 processors)	BIOS
AWS GovCloud	BIOS
Google Cloud Platform (GCP)	BIOS
IBM Cloud	BIOS
Microsoft Azure	BIOS
Microsoft Azure GovCloud	BIOS

Virtual Tanium Appliance deployment

Tanium provides virtual Tanium Appliance images for the following hypervisors:

Hypervisor	Virtual image format	Boot type
KVM	QCOW2	BIOS
VMware ESXi	OVA	UEFI
Microsoft Hyper-V	VHD	UEFI

Download the appropriate virtual image from the **Artifacts** section of your Tanium Account. For more information, see Tanium Account User Guide: View Tanium artifacts.

Each virtual Tanium Appliance image contains the following default settings:

- 16GB RAM
- 4 CPU cores
- 1 NIC
- 500GB disk

Before you start the virtual Appliance for the first time, you might need to use the VM settings utility on the hypervisor to make changes to support the recommended specifications for your deployment size.

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NOTE

- **KVM:** The TanOS QCOW2 image includes the QEMU guest agent, which supports graceful shutdowns and snapshot quiescing. You must configure a VirtIO serial port in the virtual machine hardware settings to establish a dedicated communication channel between the KVM hypervisor and the QEMU guest agent. TanOS disables operations that allow the hypervisor to access or transfer files, execute commands, or change user passwords inside the guest.
- **VMware ESXi:** The TanOS OVA image includes Open VM Tools, which supports graceful shutdowns, snapshot quiescing, and time synchronization between host and guest. TanOS disables support for the VMware Guest Operations API to prevent the hypervisor from running programs, transferring files, or performing other credential-based actions inside the VM.

Recommended resources for cloud-based Tanium Appliances and virtual Tanium Appliances

The following specifications include a range for a given number of endpoints, depending on modules installed, usage, and other factors unique to each environment. It is reasonable to start at the low end of each range and increase resources as needed. Customers are responsible for ensuring adequate resource allocation for their Tanium instances.

IMPORTANT

- Customers are entirely responsible for the performance of their virtual Tanium Appliances. You might need to adjust resource allocations based on performance indicators after your Tanium environment is running.
- Virtual Tanium Appliances support only up to 100,000 endpoints. Resource specification for greater numbers of endpoints apply only to cloud-based Tanium Appliances.
- To ensure that the response times of Tanium Core Platform Servers do not adversely affect the user experience, the Servers must be able to sustain I/O loads of at least 30 MBps at 2,500 IOPS and maintain disk utilization below 15 percent under such workloads. Sustaining 2,500 IOPS ensures that disk latency stays below 15 milliseconds (ms) on the drive where the Servers and modules are stored.

NOTE

- Both Tanium Servers in a cluster must have the same amount of RAM, and both the active and standby Module Server must have the same amount of RAM.
- The disk space listed for the Tanium Server and Zone Server is the minimum space required for TanOS and the Tanium Core Platform Server software. If you use Tanium™ Patch, the Server needs an additional 500 GB of disk space to store and manage patches. If you use Tanium™ Deploy, the Server needs additional disk space greater than or equal to twice the Deploy software library storage.

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Up to 10,000 endpoints

Recommended resources for up to 10,000 endpoints

	Tanium Server	Tanium Module Server	Tanium Zone Server	Tanium Cloud Access Point
CPU cores	8–16	8–16	8–16	8
RAM	32–96 GB	32–96 GB	16–96 GB	16 GB
Disk Space	500 GB – 2 TB	500 GB – 2 TB	500 GB	500 GB

10,001 to 35,000 endpoints

Recommended resources for 10,001 to 35,000 endpoints

	Tanium Server	Tanium Module Server	Tanium Zone Server	Tanium Cloud Access Point
CPU cores	8–16	8–16	8–16	not supported
RAM	32–96 GB	32–96 GB	16–96 GB	
Disk Space	500 GB – 2 TB	500 GB – 2 TB	500 GB	

35,001 to 50,000 endpoints

Recommended resources for 35,001 to 50,000 endpoints

	Tanium Server	Tanium Module Server	Tanium Zone Server	Tanium Cloud Access Point
CPU cores	8–16	8–16	8–16	not supported
RAM	32–96 GB	32–96 GB	16–96 GB	
Disk Space	500 GB – 2 TB	500 GB – 2 TB	500 GB	

50,001 to 200,000 endpoints



Virtual Tanium Appliances support only up to 100,000 endpoints. For 100,001–200,000 endpoints, the following resource specifications apply only to cloud-based Tanium Appliances.

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Recommended resources for 50,001 to 200,000 endpoints

	Tanium Server	Tanium Module Server	Tanium Zone Server	Tanium Cloud Access Point
CPU cores	16–32	8–16	16–32	not supported
RAM	128–384 GB	32–96 GB	128–384 GB	
Disk Space	500 GB – 2 TB	500 GB – 4 TB	500 GB	

200,001 to 500,000 endpoints (cloud-based Tanium Appliances only)

Recommended resources for 200,001 to 500,000 endpoints

	Tanium Server	Tanium Module Server	Tanium Zone Server	Tanium Cloud Access Point
CPU cores	16–42	16–32	16–42	not supported
RAM	256–640 GB	128–384 GB	256–640 GB	
Disk Space	500 GB – 2 TB	500 GB – 4 TB	500 GB	

Over 500,000 endpoints (cloud-based Tanium Appliances only)

Recommended resources for over 500,000 endpoints

	Tanium Server	Tanium Module Server	Tanium Zone Server	Tanium Cloud Access Point
CPU cores	32–64	16–32	32–64	not supported
RAM	512–1024 GB	128–384 GB	512–1024 GB	
Disk Space	500 GB – 2 TB	500 GB – 4 TB	500 GB	

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Reference: Default installation directory for the Tanium Client

The following table lists the default installation paths for the Tanium Client on each operating system (OS). If you troubleshoot issues for an installation that uses a non-default path, note this when you Contact Tanium Support.

OS	Installation Directory
Windows (64-bit OS versions)*	\Program Files (x86)\Tanium\Tanium Client\
Windows (32-bit OS versions)*	\Program Files\Tanium\Tanium Client\
macOS	/Library/Tanium/TaniumClient
Linux, UNIX	/opt/Tanium/TaniumClient

* On both 64-bit and 32-bit versions of Windows, Tanium Client is installed as a 32-bit application.

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Tanium Core Platform and Tanium Client Export Commodity Classification (Appliance deployments)

The Export Commodity Classification Automated Tracking System (CCATS) number for Tanium is G172792. The Export Control Classification Numbers (ECCNs) for Tanium products are as follows:

Export Commodity Classification

Product	ECCN	License Exception	Authorized for Export (See Definitions List Below)
Tanium Client software	5D992.c	No License Required ("NLR")	All countries, except Embargoed Countries and the Crimea Region of Ukraine
Tanium Server software	5D002.c.1	ENC/(b)(1)	All countries, except Embargoed Countries and the Crimea Region of Ukraine
Tanium Module Server software	5D002.c.1	ENC/(b)(1)	All countries, except Embargoed Countries and the Crimea Region of Ukraine



Tanium prohibits software and hardware (both physical and virtual) installations in certain countries. Contact Tanium Support to determine whether a particular country is on the prohibited list.

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