

Tanium™ End-User Notifications User Guide

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End-User Notifications overview

End-User Notifications is a shared service that is used by other Tanium products, such as Tanium Deploy, Tanium Patch, Tanium Enforce, and Tanium Engage, to notify users about system actions. It is also used by Deploy, Patch, and Engage for self service capabilities.

End-User Notifications

When you use End-User Notifications with other solutions, you can create notification messages to notify the user of system actions or user requirements.

End-User Self Service

With the Self Service Client application, you can publish software to endpoints managed using Tanium Client so that users can install software on their own without the need for IT to install for them. For more information, see Customizing the End-User Self Service interface on page 23.

When you use End-User Notifications with Patch and Engage, you can configure the Self Service Client application for Windows endpoints. When you use End-User Notifications with Deploy, you can configure the Self Service Client application for Windows and macOS endpoints.

Interoperability with other Tanium products

End-User Notifications works with other Tanium products to provide additional features.

Deploy

End-User Notifications is used by Deploy to notify users about deployments to Windows and macOS endpoints and to configure End-User Self Service capabilities. You can create a notification message with your deployment to notify the user that the system is about to begin a deployment, has completed a deployment, and if postponements are enabled, to give the user the option to postpone the deployment or restart now. For more information, see Tanium Deploy User Guide: Using the Self Service Client application.



For endpoints with multiple users, notifications appear for the user with the lowest active session ID. For example, when two users are logged in at the same time, User1 gets the notification but User2 does not. If User1 logs off and User3 logs in, User2 gets the notification because User2 now has the lowest active session ID.

Enforce

End-User Notifications is used by Enforce to instruct users to enable encryption, and to notify users before a restart. You can create a notification message in the FileVault policy that displays either at log out or during the next log in. Users can dismiss the message multiple times if the FileVault policy allows it. For more information, see Tanium Enforce User Guide: Create a FileVault policy. You

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can also create a notification message that displays to the user after a BitLocker policy is enforced. The message notifies users before the computer is restarted to prepare their drives for encryption. For more information, see Tanium Enforce User Guide: Create a BitLocker policy.



For endpoints with multiple users, notifications appear for the user with the lowest active session ID. For example, when two users are logged in at the same time, User1 gets the notification but User2 does not. If User1 logs off and User3 logs in, User2 gets the notification because User2 now has the lowest active session ID.

Engage

End-User Notifications is used by Engage to send surveys to endpoint users to collect qualitative feedback and deploy remediations to correct problems on the endpoints. For more information, see Tanium Engage User Guide: Creating surveys.



For endpoints that have multiple users, notifications appear for every user as long as the trigger conditions are true.

Patch

End-User Notifications is used by Patch to notify users about deployments to Windows endpoints and to configure End-User Self Service capabilities to Windows endpoints. You can create a notification message with your deployment to notify the user that the system is about to begin a deployment, has completed a deployment, and if postponements are enabled, to give the user the option to postpone the deployment or restart now. For more information, see Tanium Patch User Guide: Managing End-User Self Service.



For endpoints with multiple users, notifications appear for the user with the lowest active session ID. For example, when two users are logged in at the same time, User1 gets the notification but User2 does not. If User1 logs off and User3 logs in, User2 gets the notification because User2 now has the lowest active session ID.

Reporting

If you have Tanium Reporting 1.16.58 or later, End-User Notifications uses Tanium Reporting to create the charts on the End-User Notifications **Overview** page. For more information, see Tanium Reporting.

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Getting started with End-User Notifications

Step 1: Install and configure Tanium End-User Notifications

Install and configure Tanium End-User Notifications.

For more information, see Installing End-User Notifications on page 18.

Step 2: Configure endpoint restart notifications for Deploy or Patch deployments

Configure endpoint restart notifications for Deploy or Patch deployments.

For more information, see Tanium Deploy User Guide: Deploying software or Tanium Patch User Guide: Deploying patches.

Step 3: Configure notifications for Enforce FileVault or BitLocker policies

Configure notifications for Enforce FileVault or BitLocker policies.

For more information, see Tanium Enforce User Guide: Create a FileVault policy or Tanium Enforce User Guide: Create a BitLocker policy.

Step 4: Create Engage surveys for end users

Create Engage surveys for end users to collect qualitative feedback and deploy remediations to correct problems on the endpoints.

For more information, see Tanium Engage User Guide: Creating surveys.

Step 5: Customize the end-user interface to use with Deploy, Patch, or Engage

Customize the end-user interface to use with Deploy, Patch, or Engage.

For more information, see Customizing the End-User Self Service interface on page 23.

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End-User Notifications requirements

Review the requirements before you install and use End-User Notifications.

Core platform dependencies

Make sure that your environment meets the following requirements:

- Tanium license that includes End-User Notifications. For more information about how to get End-User Notifications, see Tanium Solutions & Bundles.
- **Tanium™ Core Platform servers**

  Tanium™ Core Platform servers
- **Tanium™ Client:** Any supported version of Tanium Client. For more information, see Tanium Client Management User Guide: Client version and host system requirements.

  If you use a Client version that is not listed, certain product features might not be available, or stability issues can occur that can only be resolved by upgrading to one of the listed Client versions.

Computer group dependencies

When you first sign in to Tanium Console after a fresh installation of Tanium Server, the server automatically imports the `All Computers` computer group, which End-User Notifications requires.

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

Solution dependencies

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



Some End-User Notifications dependencies have their own dependencies, which you can see by clicking the links in the lists of Required dependencies on page 11 and Feature-specific dependencies on page 11. Note that the links open the user guides for the latest version of each solution, not necessarily the minimum version that End-User Notifications requires.

Tanium recommended installation

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

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Import specific solutions

If you select only End-User Notifications to import and are using Tanium Core Platform 7.5.2.3531 or later with Tanium Console 3.0.72 or later, the Tanium Server automatically imports the latest available versions of any required dependencies that are missing. If some required dependencies are already imported but their versions are earlier than the minimum required for End-User Notifications, the server automatically updates those dependencies to the latest available versions.

If you select only End-User Notifications to import and you are using Tanium Core Platform 7.5.2.3503 or earlier with Tanium Console 3.0.64 or earlier, you must manually import or update required dependencies. For more information, see Tanium Console User Guide: Import, re-import, or update specific solutions.

Required dependencies

End-User Notifications has the following required dependencies:

- Tanium Endpoint Configuration
- Tanium™ RDB Service
- Tanium Trends

Feature-specific dependencies

If you select only End-User Notifications to import, you must manually import or update its feature-specific dependencies regardless of Tanium Console or Tanium Core Platform versions. End-User Notifications has the following feature-specific dependencies:

- Tanium Deploy for end-user notifications or end-user self service
- Tanium Enforce for end-user notifications for BitLocker or FileVault policies
- Tanium Engage for end-user notifications and end-user self service
- (macOS) Tanium Patch for end-user notifications
- (Windows) Tanium Patch for end-user notifications or end-user self service
- Tanium Reporting. Creates charts on the **Overview** page. If this version is not installed, Trends creates the charts.

Tanium™ Module Server

End-User Notifications is installed and runs as a service on the Module Server host computer. The impact on the Module Server is minimal and depends on usage.

Endpoints

End-User Notifications supports the following client operating systems:

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Operating System	Version	Notes
Windows Server	Windows Server 2008 R2 Service Pack 1 or later	• Windows Server Core not supported for End-User Notifications functionality. • Windows Server 2008 R2 Service Pack 1 requires Microsoft KB2758857. • Windows Server 2012 R2 requires Microsoft KB2919394 or KB2919355 for End-User Self Service functionality.
Windows Workstation	Windows 7 Service Pack 1 or later	• Windows 7 Service Pack 1 requires Microsoft KB2758857. • Windows 8.1 requires Microsoft KB2919394 or KB2919355 for End-User Self Service functionality.
macOS	• macOS 15 Sequoia • macOS 14 Sonoma • macOS 13 Ventura • macOS 12 Monterey • macOS 11 Big Sur • macOS 10.15 Catalina • macOS 10.14.6 Mojave • macOS 10.13.6 High Sierra	NOTE End-User Self Service is only available on macOS 11 or later.

Host and network security requirements

Specific ports and processes are needed to run End-User Notifications.

Ports

The following ports are required for End-User Notifications communication.

Source	Destination	Port	Protocol	Purpose
Module Server	Module Server (loopback)	17476	TCP	Internal purposes; not externally accessible

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.

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Security exclusions

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



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

End-User Notifications security exclusions for Tanium Core Platform servers (Windows deployments only)

Target Device	Notes	Exclusion Type	Exclusion
Module Server	Required when Endpoint Configuration is installed	Process	`<Module Server>\temp\endpoint-configuration-service\TaniumEndpointConfigService.exe`
		Process	`<Module Server>\services\end-user-notifications-service\node.exe`
		Process	`<Module Server>\services\twsm-v1\twsm.exe`

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End-User Notifications security exclusions for endpoints

Endpoint OS	Notes	Exclusion Type	Exclusion
Windows		Folder	<*Tanium Client*>\python312
		Process	<*Tanium Client*>\python312\TPython.exe
		File	<*Tanium Client*>\TPython\TPython.bat
		Folder	<*Tanium Client*>\TPython312
		Process	<*Parent of Tanium Client directory*>\Tanium End User Notification Tools\UserSessionProxy.exe
		Process	<*Parent of Tanium Client directory*>\Tanium End User Notification Tools\bin\end-user-notifications.exe
	Exclude from on-access or real-time scans	Folder	<*Parent of Tanium Client directory*>\Tanium End User Notification Tools
	64-bit OS versions	Folder	<*Tanium Client*>\Tools\EndUserNotifications\scripts
	64-bit OS versions	File	<*Tanium Client*>\Tools\EndUserNotifications\scripts\config.vbs
	64-bit OS versions	File	<*Tanium Client*>\Tools\EndUserNotifications\scripts\remove-end-user-notifications.vbs
	64-bit OS versions	File	<*Tanium Client*>\Tools\EndUserNotifications\scripts\is-self-service-enabled.vbs

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End-User Notifications security exclusions for endpoints (continued)

Endpoint OS	Notes	Exclusion Type	Exclusion
macOS		Folder	`<Tanium Client>/python312`
		Process	`<Tanium Client>/python312/bin/pybin`
		Process	`<Tanium Client>/python312/python`
		Process	`<Tanium Client>/TPython/TPython`
		Folder	`<Tanium Client>/TPython312`
		Process	`/Library/Tanium/EndUserNotifications/bin/end-user-notifications.app`
		Process	(End-User Notifications 1.18.57 and later) `/Library/Tanium/EndUserNotifications/bin/Launcher.app`
		Folder	`/Library/Tanium/EndUserNotifications`

User role requirements

Predefined roles grant the following permissions, which are required to use End-User Notifications functionality:

- End-User Notifications solution permissions on page 16
- Provided End-User Notifications administration and platform content permissions on page 17: The solution permissions automatically provide some of these permissions.

To review a summary of the predefined roles, see Set up End-User Notifications users on page 21.

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

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



Do not assign the **End-User Notifications Service Account** and **End-User Notifications Service Account - All Content Sets** roles to users. These roles are for internal purposes only.

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End-User Notifications solution permissions

Permission	End-User Notifications Administrator[1]	End-User Notifications Endpoint Configuration Approver[1]	End-User Notifications Operator[1]	End-User Notifications Read Only User[1]
End-User Notifications Endpoint Configuration APPROVE: Approve End-User Notifications items for Endpoint Configuration REGISTER: Access to register with Endpoint Configuration	✓ REGISTER	✓ APPROVE	✗	✗
End-User Notifications Module Read and write access to the End-User Notifications shared service[2]	✓ READ WRITE	✓ READ	✓ READ	✓ READ
End-User Notifications Operator Module Write access to a subset of the End-User Notifications shared service[2]	✓ WRITE	✗	✓ WRITE	✗
End-User Notifications Use API Access to the End-User Notifications API	✓ EXECUTE	✓ EXECUTE	✓ EXECUTE	✓ EXECUTE
Endusernotifications View the End-User Notifications shared service	✓ SHOW	✓ SHOW	✓ SHOW	✓ SHOW

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

[2] You also need management rights for the targeted computer groups.

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Provided End-User Notifications administration and platform content permissions

Permission	Permission Type	End-User Notifications Administrator[1]	End-User Notifications Endpoint Configuration Approver[1]	End-User Notifications Operator[1]	End-User Notifications Read Only User[1]
Computer Group	Administration	✓ READ	✓ READ	✓ READ	✓ READ
User	Administration	✓ READ	✗	✓ READ	✗
User Group	Administration	✓ READ	✓ READ	✓ READ	✓ READ
Action Group	Administration	✓ READ	✓ READ	✓ READ	✓ READ
Action	Platform Content	✓ WRITE	✗	✓ WRITE	✗
Approve Action	Platform Content	✓ SPECIAL	✗	✓ SPECIAL	✗
Filter Group	Platform Content	✓ READ	✓ READ	✓ READ	✓ READ
Own Action	Platform Content	✓ READ	✗	✓ READ	✗
Package	Platform Content	✓ READ WRITE	✗	✓ READ WRITE	✗
Plugin	Platform Content	✓ READ EXECUTE	✓ READ EXECUTE	✓ READ EXECUTE	✓ READ EXECUTE
Saved Question	Platform Content	✓ READ WRITE	✗	✓ READ WRITE	✗
Sensor	Platform Content	✓ READ	✓ READ	✓ READ	✓ READ

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

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Installing End-User Notifications

Use the **Solutions** page to install End-User Notifications and choose either automatic or manual configuration:

- **Automatic configuration with default settings**: End-User Notifications is installed with any required dependencies and other selected products. After installation, the Tanium Server automatically configures the recommended default settings. This option is the best practice for most deployments. For more information about the automatic configuration for End-User Notifications, see Import End-User Notifications with default settings on page 18.
- **Manual configuration with custom settings**: After installing End-User Notifications, you must manually configure required settings. Select this option only if End-User Notifications requires settings that differ from the recommended default settings. For more information, see Import End-User Notifications with custom settings on page 19.

Before you begin

- Read the release notes.
- Review the End-User Notifications requirements on page 10.
- If you are upgrading from a previous version, see Upgrade End-User Notifications on page 19.

Import End-User Notifications with default settings

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

When you import End-User Notifications with automatic configuration, the following default settings are configured:

Setting	Default value
Action group	• Restricted targeting disabled (default): `All Computers` computer group • Restricted targeting enabled: `No Computers` computer group
End-User Notifications configurations	• A default End-User Notifications configuration is created. • The End-User Notifications tools are distributed to endpoints.

To import End-User Notifications and configure default settings, be sure to select the **Apply All Tanium recommended configurations** checkbox while performing the steps in Tanium Console User Guide: Import all modules and services. After the import, verify that the correct version is installed. For more information, see Verify End-User Notifications version on page 19.

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Import End-User Notifications with custom settings

To import End-User Notifications without automatically configuring default settings, be sure to clear the **Apply All Tanium recommended configurations** checkbox while performing the steps in Tanium Console User Guide: Import or update specific solutions. After the import, verify that the correct version is installed. For more information, see Verify End-User Notifications version on page 19.

To configure the End-User Notifications action group, see Configure the End-User Notifications action group on page 21.

To customize notifications, see Customize the End-User Self Service Client on page 21.

Manage solution dependencies

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

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

Upgrade End-User Notifications

For the steps to upgrade End-User Notifications, see Tanium Console User Guide: Managing Tanium solutions. After the upgrade, verify that the correct version is installed. For more information, see Verify End-User Notifications version on page 19.

Verify End-User Notifications version

After you import or upgrade End-User Notifications, verify that the correct version is installed:

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

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Configuring End-User Notifications

If you did not install End-User Notifications with the **Apply All Tanium recommended configurations** option, you must enable and configure certain features.

Install and configure Tanium Endpoint Configuration

Manage solution configurations with Tanium Endpoint Configuration

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

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

IMPORTANT

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

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

NOTE

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

Optionally, you can use Endpoint Configuration to require approval of configuration changes. When configuration approvals are enabled, Endpoint Configuration does not deploy a configuration change to endpoints until a user with approval permission approves the change. For information about the roles and permissions that are required to approve configuration changes for End-User Notifications, see User role requirements on page 15. For more information about how to enable and use configuration approvals in Endpoint Configuration, see Tanium Endpoint Configuration User Guide: Managing approvals.

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IMPORTANT

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

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

If you enabled configuration approvals, you must approve creating, editing, and deleting End-User Notifications configurations in Endpoint Configuration before they deploy to endpoints.

Configure End-User Notifications

Configure the End-User Notifications action group

Importing the End-User Notifications module automatically creates an action group to target specific endpoints. If you did not use automatic configuration or you enabled restricted targeting when you imported End-User Notifications, the action group targets **No Computers**.

If you used automatic configuration and restricted targeting was disabled when you imported End-User Notifications, configuring the End-User Notifications action group is optional.

Select the computer groups to include in the End-User Notifications action group.

BEST PRACTICE

Clear the selection for **No Computers** and make sure that all operating systems that are supported by End-User Notifications are included in the End-User Notifications action group.

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

Customize the End-User Self Service Client

Add a company logo and relevant information to personalize the End-User Self-Service experience.

You must create at least one End-User Notifications configuration. For more information about creating a configuration, see Create a configuration on page 23.

Set up End-User Notifications users

You can use the following set of predefined user roles to set up End-User Notifications users.

To review specific permissions for each role, see User role requirements on page 15.

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IMPORTANT

On installation, End-User Notifications creates a **End-User Notifications** user to automatically manage the End-User Notifications service account. Do not edit or delete the **End-User Notifications** user.

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

End-User Notifications Administrator

Assign the **End-User Notifications Administrator** role to users who manage the configuration and deployment of End-User Notifications functionality to endpoints.

End-User Notifications Endpoint Configuration Approver

Assign the **End-User Notifications Endpoint Configuration Approver** role to a user who approves or rejects End-User Notifications configuration items in Tanium Endpoint Configuration. This role can approve, reject, or dismiss End-User Notifications configuration changes.

End-User Notifications Endpoint Configuration Operator

Assign the **End-User Notifications Operator** role to users who manage most configurations and deployment of End-User Notifications functionality to endpoints.

End-User Notifications Endpoint Configuration Read Only User

Assign the **End-User Notifications Read Only User** role to users who need visibility into End-User Notifications settings but do not need rights to update them.

NOTE

Do not assign the **End-User Notifications Service Account** and **End-User Notifications Service Account - All Content Sets** roles to users. These roles are for internal purposes only.

Initialize endpoints

End-User Notifications installs a set of tools on each endpoint that you have targeted. Initializing endpoints configures the End-User Notifications Tools to be installed on any compatible endpoint in the End-User Notifications action group. You must complete this procedure any time the action group is changed.

1. From the Main menu, go to **Shared Services > End-User Notifications**. **> Overview** and click Help **> Support**.
2. Click **Initialize Endpoints** and confirm your action.

NOTE

After deploying the tools for the first time, endpoints can take up to four hours to display status.

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Customizing the End-User Self Service interface

To customize the End-User Self Service interface, create additional End-User Notifications configurations. Each configuration defines settings, rules, or parameters that apply to one or more computer groups. Tanium updates configurations on endpoints every five minutes.

If you use End-User Self Service for Deploy, Patch, or Engage deployments, only one End-User Self Service application is distributed to each endpoint.

Create a configuration

1. From the Main menu, go to **Shared Services > End-User Notifications**. **> Configurations** and then click **Create Configuration**.
2. Provide a name and optional description.
3. (Optional) Select the operating systems on which to enable End-User Self Service.
4. Add targets. Select either or both of the following targeting methods and complete the fields.
    - **Select Computer Groups**: Select a computer group to target. Maintenance windows can only target management-rights enabled computer groups.

      

      Maintenance window computer groups must be assigned RBAC permissions for the user or group to appear in the list. For more information, see Tanium Console User Guide: RBAC overview.
    - **Set Targeting Criteria**: Add any Tanium question filter as a target. When you use this option, you must also select a limiting group from the **Select Limiting Group** drop-down list of computer groups.



When you combine both **Computer Group** and **Question Criteria** targets, the following logic is used: `(Limiting Group A OR Limiting Group B) AND (Computer Group OR Question)`

Consider the following example:

- **Computer Group** = `All Laptops`
- **Question** = `Tanium Client IP Address starts with 192.168.1`
- **Limiting Group** = `All Windows 10, All Windows 11`

With these conditions, the configuration targets All Windows 10 and All Windows 11 devices that are either laptops or have an IP address starting with 192.168.1.

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5. Configure the End-User Self Service application settings.
    a. Specify a name for the application shortcut on endpoints.

    IMPORTANT

    End-User Self Service cannot be used without a shortcut. If a user deletes the shortcut, the configuration re-creates the shortcut when the configuration is re-applied on the endpoint.

    b. For each applicable operating system, upload the application icon. On Windows, the icon must be ICO format and a square ratio no larger than 256 x 256 pixels. On macOS, the icon must be ICNS format.
    c. Select where to use the icon. You can select desktop and Start menu (Windows) or Applications (macOS).
6. Configure the End-User Self Service appearance. End-User Self Service uses the light or dark theme specified by the operating system.
    a. Upload a logo file to display in the application. The icon must be PNG format and a square ratio no larger than 100 x 100 pixels.
    b. Provide a header title and welcome message to display in the application.
    c. Specify a URL or email address where users can find support.
7. (Optional) Select **Enable Additional Languages**.
    a. Select a language and provide a translated application name, header title, and welcome message.
    b. (Optional) Click **Add Language** to add more languages.

    NOTE

    By default, the Self Service Client application displays content in the system language on the endpoints. If you enable additional languages, the user can select other languages to display.

8. Click **Submit**.

After you customize the End-User Self Service interface, complete the following applicable tasks:

- Create a Self Service profile in Deploy. For more information, see Tanium Deploy User Guide: Using the Self Service Client application.
- Create a self service deployment in Patch. For more information, see Tanium Patch User Guide: Managing End-User Self Service.

Prioritize configurations

If you have more than one configuration, you can prioritize them. Endpoints targeted with more than one configuration use the settings from the highest priority configuration.

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1. From the Main menu, go to **Shared Services > End-User Notifications**. **> Configurations** and then click **Prioritize**.
2. Drag and drop a configuration to reprioritize it. End-User Notifications automatically adjusts the priority numbers for the other configurations and reorders the list by priority.
3. Click **Confirm**.

View, edit, or delete configurations

To view configurations, click **Configurations** from the End-User Notifications menu. You can also view them from the **Configurations** section of the End-User Notifications **Home** page.

To edit a configuration, click the name of the configuration.

To delete a configuration, select a configuration and click **Delete**.

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Troubleshooting End-User Notifications

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

Collect logs

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

1. From the Main menu, go to **Shared Services > End-User Notifications**.**> Overview**, click Help **> Support**.
2. Click **Collect**.
3. When **Status** indicates that the package is collected, click **Download**.
4. Contact Tanium Support to determine the best option to send the ZIP file. For more information, see Contact Tanium Support on page 29.

Perform monthly maintenance

1. From the Main menu, go to **Shared Services > End-User Notifications**.
2. Go to the **Health** dashboard to verify whether the latest End-User Notifications tools are installed and active on all endpoints.
3. To investigate endpoints that do not have the latest tools installed, click the number above **No** or **Unsupported**. The Tanium Server issues a question that returns the computer name, operating system, IP address, tools installation status, and installed tools version.
4. To troubleshoot installation issues for End-User Notifications tools, see Problem: End user notifications are not displayed or endpoints have errors on page 26.

Problem: End user notifications are not displayed or endpoints have errors

If end user notifications are not being displayed on the endpoints or the endpoints have an error (for example, their statuses are **Needs Attention** in the Deploy workbench or **Non-compliant** in the Patch workbench), consider the following steps:

1. Verify that the Tanium End-User Notifications solution is installed. For more information, see Installing End-User Notifications on page 18.
2. Verify that endpoints have the end user notification tools by asking the question `Get Endpoint Configuration - Tools Status from all machines`.
3. Verify that required security exclusions for End-User Notifications are configured in any security software. For more information, see Security exclusions on page 13. For assistance in ensuring exclusions have taken effect, Contact Tanium Support on page 29.

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4. Uninstall the tools on the endpoint and then wait up to 10 minutes for the tools to automatically reinstall.

> NOTE
>
> You can also reinstall the End-User Notifications tools with the **Endpoint Configuration - Reinstall Tool** package.

Problem: End-User Notifications tool missing on endpoints

If you are experiencing issues such as a feature not working on an endpoint or seeing incorrect data in the workbench, confirm that your endpoints have the latest toolset version. For more information, see Tanium Endpoint Configuration User Guide: Identify and resolve issues with endpoint tools or Client Extensions. For more information about End-User Notifications tools, see Reference: End-User Notifications endpoint tool on page 30.

If the End-User Notifications tool is missing on endpoints, the **Tanium End-User Notifications** action group might be missing in Tanium Console or the endpoints might not be included in the action group.

> NOTE
>
> The **Tanium End-User Notifications** action group will not be automatically created if you imported End-User Notifications using a URL and did not use the **Apply All Tanium recommended configurations** option.

1. From the Main menu, go to **Administration > Actions > Action Groups**.
2. Confirm that the **Tanium End-User Notifications** action group has been created. If the action group is missing, create it. For more information, see Tanium Console User Guide: Create an action group.
3. Confirm that the **Tanium End-User Notifications** action group includes computer groups that include the endpoints. For more information, see Configure the End-User Notifications action group on page 21.

Uninstall End-User Notifications

1. From the Main menu, go to **Administration > Configuration > Solutions**.
2. In the **Content** section, select the **End-User Notifications** row.
3. Click **Uninstall**.

Disable End-User Self Service

If you no longer want to use the End-User Self Service application in your organization, you can disable End-User Self Service without removing the End-User Notifications tools.

1. From the Main menu, go to **Shared Services > End-User Notifications**. **> Configurations** and then click **Create Configuration**.
2. Provide a name and optional description.
3. (Optional) Select the operating systems on which to disable End-User Self Service.

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4. Select targeting options. You can only select computer groups to which you have management rights.

   NOTE

   You can apply only one configuration to an endpoint.

5. Select a logo, and enter a title and welcome message. The logo and text are not displayed on the endpoints.
6. Click **Submit**.
7. From the End-User Notifications menu, click **Configurations** and then click **Prioritize**.
8. Drag and drop the configuration to reprioritize it higher than any other configuration targeting the endpoints.
9. Click **Confirm**.

Remove End-User Notifications tools from endpoints

You can deploy an action to remove End-User Notifications tools from an endpoint or computer group. Separate actions are available for Windows and non-Windows endpoints.

1. In Interact, target the endpoints from which you want to remove the tools. For example, ask a question that targets a specific operating system:
   `Get Endpoint Configuration - Tools Status from all machines with Is Windows equals true`
2. In the results, select the row for **End-User Notifications**, drill down as necessary, and select the targets from which you want to remove End-User Notifications tools. For more information, see Tanium Interact User Guide: Drill Down.
3. Click **Deploy Action**.
4. For the **Deployment Package**, select **Endpoint Configuration - Uninstall Tool [Windows]** or **Endpoint Configuration - Uninstall Tool [Non-Windows]**, depending on the endpoints you are targeting.
5. For **Tool Name**, select **End-User Notifications**.
6. (Optional) By default, after the tools are removed they cannot be reinstalled. To allow tools to be automatically reinstalled, clear the selection for **Block reinstallation**. Re-installation occurs almost immediately.

   NOTE

   If reinstallation is blocked, you must unblock it manually:

   - To allow End-User Notifications to reinstall tools, deploy the **Endpoint Configuration - Unblock Tool [Windows]** or **Endpoint Configuration - Unblock Tool [Non-Windows]** package (depending on the targeted endpoints).
   - If you reinstall tools manually, select **Unblock Tool** when you deploy the **Endpoint Configuration - Reinstall Tool [Windows]** or **Endpoint Configuration - Reinstall Tool [Non-Windows]** package.

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7. (Optional) To remove all End-User Notifications databases and logs from the endpoints, clear the selection for **Soft uninstall**.

   

   When you perform a hard uninstallation of some tools, the uninstallation also removes data that is associated with the tool from the endpoint. This data might include important historical or environmental data. If data that you want to keep is associated with the tool, make sure you perform only a soft uninstallation of the tool.

8. To also remove any tools that were dependencies of the End-User Notifications tools that are not dependencies for tools from other solutions, select **Remove unreferenced dependencies**.

9. (Optional) In the **Deployment Schedule** section, configure a schedule for the action.

   

   If some target endpoints might be offline when you initially deploy the action, select **Recurring Deployment** and set a reissue interval.

10. Click **Show preview to continue**.

11. A results grid appears at the bottom of the page showing you the targeted endpoints for your action. If you are satisfied with the results, click **Deploy Action**.



If you have enabled Endpoint Configuration approval, tool removal must be approved in Endpoint Configuration before tools are removed from endpoints.

Contact Tanium Support

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

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

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Reference: End-User Notifications endpoint tool

Endpoint Configuration installs the **End-User Notifications** tool on endpoints. You can check the status of this tool with the **Get Endpoint Configuration - Tools Status** sensor.

The tool is installed in the `Tanium\Tanium End-User Notifications Tools` directory. The directory contains End-User Notifications code and database files.



On Windows, the `Tanium End-User Notifications` directory is in the parent Tanium folder of the Tanium Client. This directory is only installed in the `C:\Program Files` directory if Tanium Client is also installed there.

Deploy, Patch, and Engage write to `Tanium End-User Notifications Tools\plugins\euss\euss.db`, if you are using End-User Self Service. For example, Deploy writes statuses for deployments, catalog items from self-service profiles, and deployment information to the database. The Self Service Client reads `euss.db` to determine the solution content to display.

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