Tanium Appliance Datacenter User Guide

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Installing a physical Tanium Appliance in a datacenter

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

Tip: The information in this guide is also available in Tanium Appliance User Guide: Installing a physical Tanium Appliance in a datacenter. This PDF-format guide provides a separate download if you need it for use during installation of the Tanium Appliance in the datacenter.

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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

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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
- 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)

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Online resources

To get the most up-to-date information about configuring your Tanium Appliance after installation, see the following online resources:

- **Physical Tanium Appliance specifications:** https://help.tanium.com/bundle/ug_Appliance_onprem/page/Appliance/specifications.html#physical
- **Completing the initial setup (Tanium Physical Appliance):** https://help.tanium.com/csh?pubname=ug_Appliance_onprem&topicname=initial_setup
- **Tanium Appliance User Guide:** https://help.tanium.com/bundle/ug_Appliance_onprem
- **Tanium User Documentation:** https://help.tanium.com

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

If you need help during installation, see Contact Tanium Support.

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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).

Figure 1. Information tag slide-out panel



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Physical connections

Small/Medium (v4)

Figure 2. Rear panel of a Small/Medium v4 Appliance



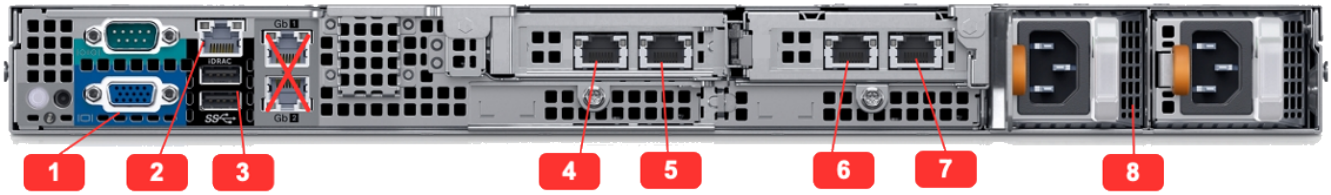
The small/medium (v4) Appliance has the following ports for use with deployment:

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)

Figure 3. Rear panel of a Small/Medium v3 Appliance

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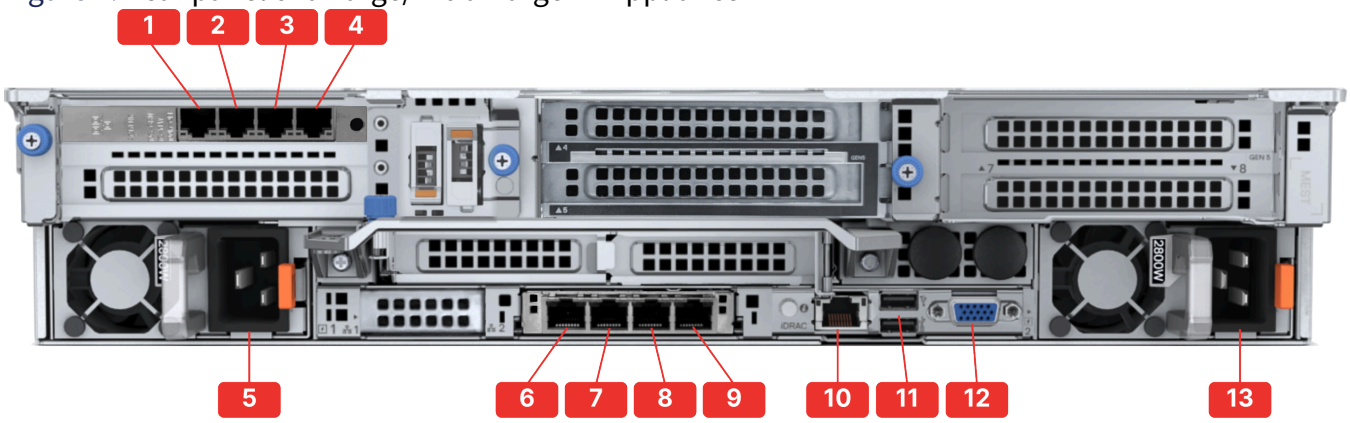


The small/medium (v3) Appliance has the following ports for use with deployment:

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

Large/extra-large (v4)

Figure 4. Rear panel of a Large/Extra-Large v4 Appliance



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

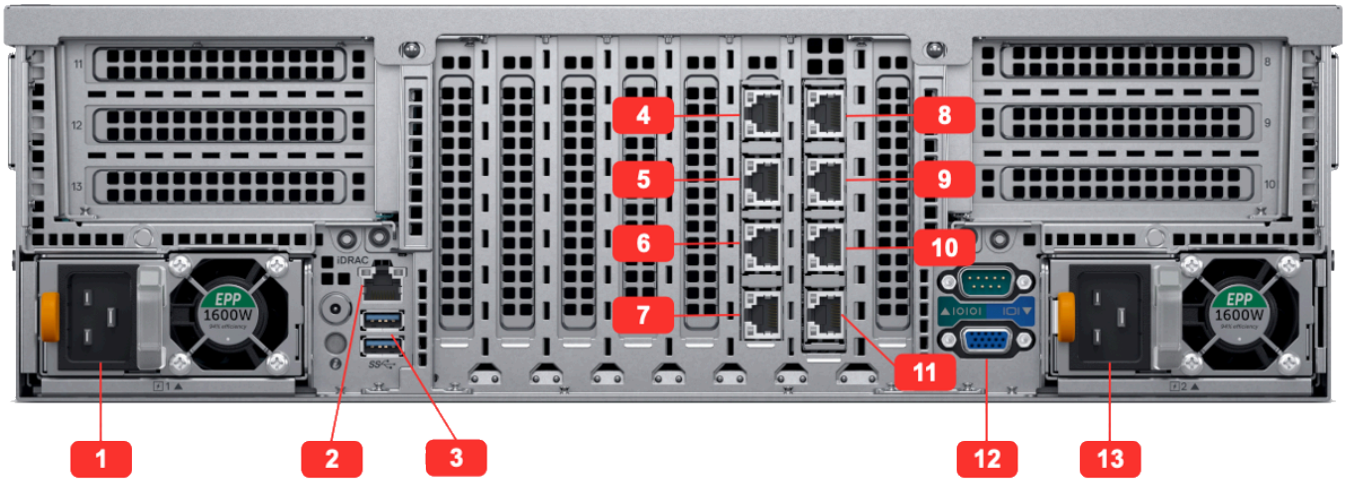
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1	Network interface A1
2	Network interface A2
3	Network interface A3
4	Network interface A4
5	Power 1 C20 inlet (supports locking C19 plug)
6	Network interface B1
7	Network interface B2
8	Network interface B3
9	Network interface B4
10	iDRAC network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

Large/extra-large (v3)

Figure 5. Rear panel of a Large/Extra-Large v3 Appliance

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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

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13	Power 2 C20 inlet (supports locking C19 plug)

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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 Tanium Appliance User Guide: Physical Tanium Appliance specifications.

   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 (https://www.youtube.com/watch?v=JfOTnRMeE5w).

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.

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> **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.

> **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.

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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.

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

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`.`Tanium1` or the password set by your data center team when the Tanium Appliance was racked.

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


>>> Initial Configuration <<<


Initial configuration workflow for a new TanOS Appliance.
All items must be complete before the Appliance can be used.


Keymap:     us
IP Address:
Hostname:   initial-tanos-347587.localdomain
FIPS 140-3: disabled


         M: Toggle FIPS 140-3 Mode


         P: Set Password                    (INCOMPLETE)
```

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```
         I: Configure iDRAC
            Set the password to continue configuration

         F: [DISABLED] Finish Initial Configuration
         S: Shutdown

         Z: Log out

-----------------------------------------------------

TanOS Version:        1.9.1

Please select:
```

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.

```
           >>> Initial Config -> Manage iDRAC - > Configure iDRAC Network <<< >


These configuration settings will be applied to the iDRAC interface.
iDRAC user configuration can be performed in the user administration
menu.

Current iDRAC settings:
  IPv4 Address:
  IPv4 Gateway:
  IPv6 Address: ::/64
  IPv6 Gateway:

Would you like to continue with iDRAC IP configuration? [Yes|No]: yes

Enter the IPv4 address/prefix (e.g. 10.2.3.4/24): 10.10.10.65/24
```

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```
Enter the IPv4 gateway address (e.g. 10.2.3.1): 10.10.10.2
Would you like to accept default IPv6 settings? [Yes|No]: yes

New settings:
  IPv4 Address: 10.10.10.65/24
  Default IPv4 Gateway: 10.10.10.2
  Manual IPv6 settings:  No

Are these settings correct? [Yes|No]: yes
Configuring iDRAC interface, can take a minute or two ...
Press enter to continue
```

6. Enter `P` and follow the prompts to change the password of the `tanremote` user.

```
           >>> Appliance Configuration -> Manage iDRAC -> Set iDRAC Password <<<

This will change the iDRAC user tanremote password.
Access to the iDRAC is via the specific iDRAC IP.

Would you like to change the tanremote password? [YES/NO]: yes


The password policy requires meeting these rules:
 - Minimum 10 characters long
 - Maximum 20 characters long
 - At least 1 upper case character
 - At least 1 lower case character
 - At least 1 numeric character
 - At least 1 other character
 - Must not be based on a dictionary word
 - Must not contain part of the username

Please enter password (will not be displayed):
```

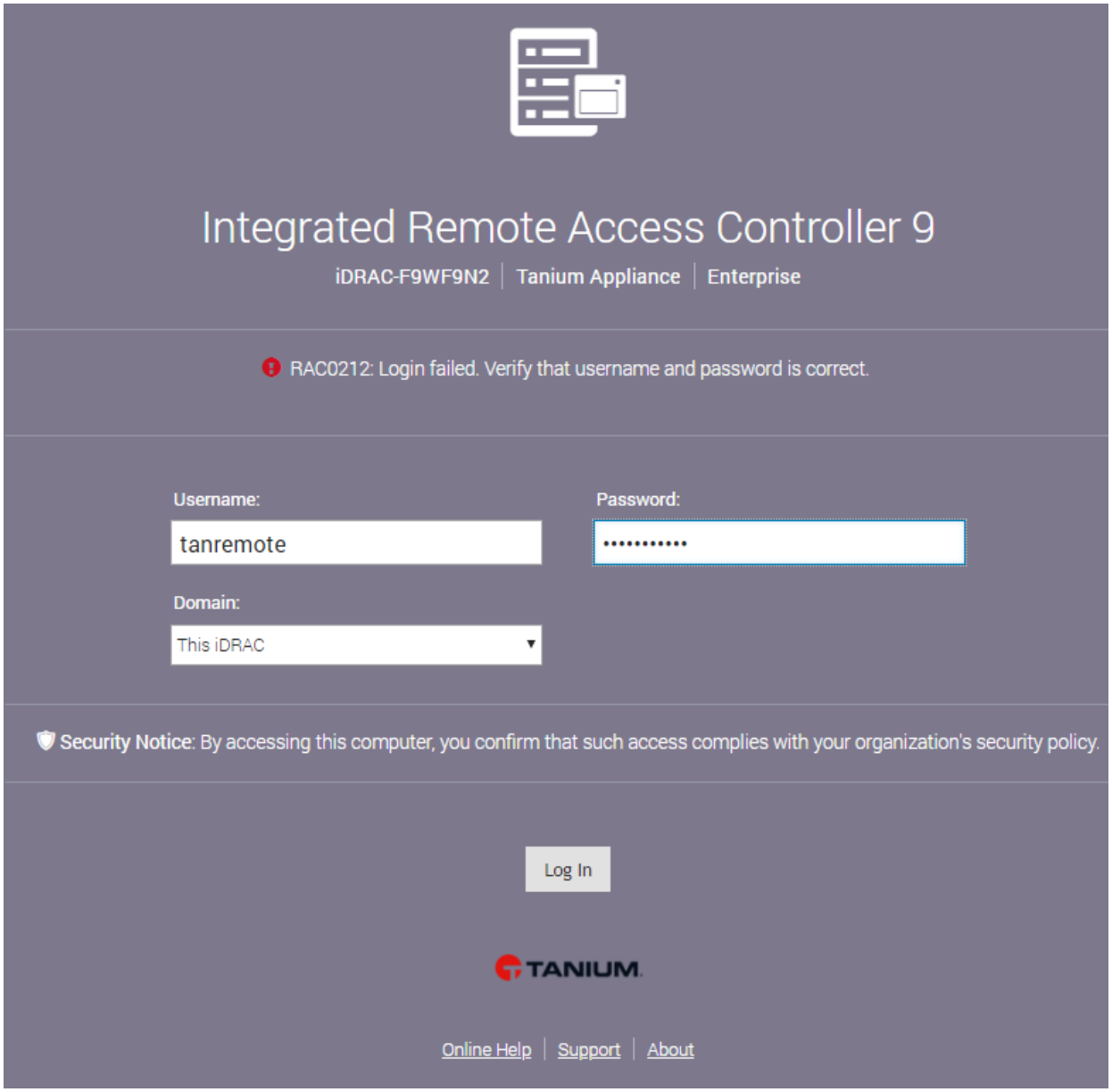
7. Ensure you can access the iDRAC virtual console at `http://<iDRAC interface IP`

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`address>`.

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.

Figure 6. iDRAC virtual console sign-in



(Optional) Configure the Appliance IP address

About this task

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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 a TanOS administrator can connect through SSH later to resume the full initial configuration.

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`.`Tanium1` or the password set by your data center team when the Tanium Appliance was racked.

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


>>> Initial Configuration <<<


Initial configuration workflow for a new TanOS Appliance.
All items must be complete before the Appliance can be used.


Keymap:     us
IP Address:
Hostname:   initial-tanos-347587.localdomain
FIPS 140-3: disabled


         M: Toggle FIPS 140-3 Mode


         P: Set Password                   (INCOMPLETE)
         I: Configure iDRAC
            Set the password to continue configuration


         F: [DISABLED] Finish Initial Configuration
         S: Shutdown
```

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```
         Z: Log out

--------------------------------------------------------

TanOS Version:        1.9.1

Please select:
```

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

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

>>> Initial Config -> Set Password <<<

Preparing to change the password for tanadmin

The password policy requires meeting these rules:
 - Minimum of 10 characters long
 - At least 1 upper case character
 - At least 1 lower case character
 - At least 1 numeric character
 - At least 1 other character
 - Must not match any of recent 4 passwords
 - Must not be based on a dictionary word
 - Must not contain part of the username

Please enter password (will not be displayed):
Password score: 55 out of 100 (strong)
Please enter password again:

The password change was successful.

Press enter to continue
```

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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.

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

>>> Initial Configuration <<<

Initial configuration workflow for a new TanOS Appliance.
All items must be complete before the Appliance can be used.

Keymap:     us
IP Address:
Hostname:   initial-tanos-347587.localdomain
FIPS 140-3: disabled

         M: Toggle FIPS 140-3 Mode

         P: Set Password                   (complete)
         A: Set IP Address                 (INCOMPLETE)
         N: Set FQDN (hostname)            (INCOMPLETE)
         D: Set DNS Nameservers            (INCOMPLETE)
         T: Set NTP (time)                 (INCOMPLETE)
         E: View and Accept EULA           (INCOMPLETE)

         F: [DISABLED] Finish Initial Configuration
         S: Shutdown

         Z: Log out

-------------------------------------------------------

TanOS Version:        1.9.1

Please select:
```

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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.

```
           >>> Network Configuration <<< >

Note: any existing IP address listed below is NOT persistent/DHCP assigned.

Please provide a static IP address below regardless of the current
configuration. At the end of the initial configuration routine you will be
logged out. If the IP address is changed then you will need to modify your
connection settings to reach the TanOS menu.

Available interfaces:

        #: Interface  State  Link    MAC                IP                  Location
        1: ens160     UP      UP     00:0c:29:35:f4:fa  10.10.10.60/24      virtual

Please select: 1
Current settings:
  Interface: ens160
  IPv4 Address: 10.10.10.60/24
  Default IPv4 Gateway: 10.10.10.2
  IPv6 Address: fe80::20c:29ff:fec3:4afa/64
  IPv6 Gateway:
  Advertised Speeds: 1Gbps 10Gbps 25Gbps

Enter the IPv4 address/prefix (e.g. 10.2.3.4/24): 10.10.10.60/24
Enter the IPv4 gateway address (e.g. 10.2.3.1): 10.10.10.2
Would you like to accept default IPv6 settings? [Yes|No]: yes
Would you like to accept the current Ethernet advertised speeds? [Yes|No]: yes

New settings:
  Interface: ens160
  IPv4 Address: 10.10.10.60/24
```

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```
  Default IPv4 Gateway: 10.10.10.2
  Manual IPv6:  No
  IPv6 Address: fe80::20c:29ff:fec3:4afa/64
  IPv6 Gateway:
  Advertised Speeds: 1Gbps 10Gbps 25Gbps

Are these settings correct? [Yes|No]: yes
```

The IP address setting changes from incomplete to complete.

6. When ready, follow the steps in Perform full initial configuration. 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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