Tanium Guide User Guide

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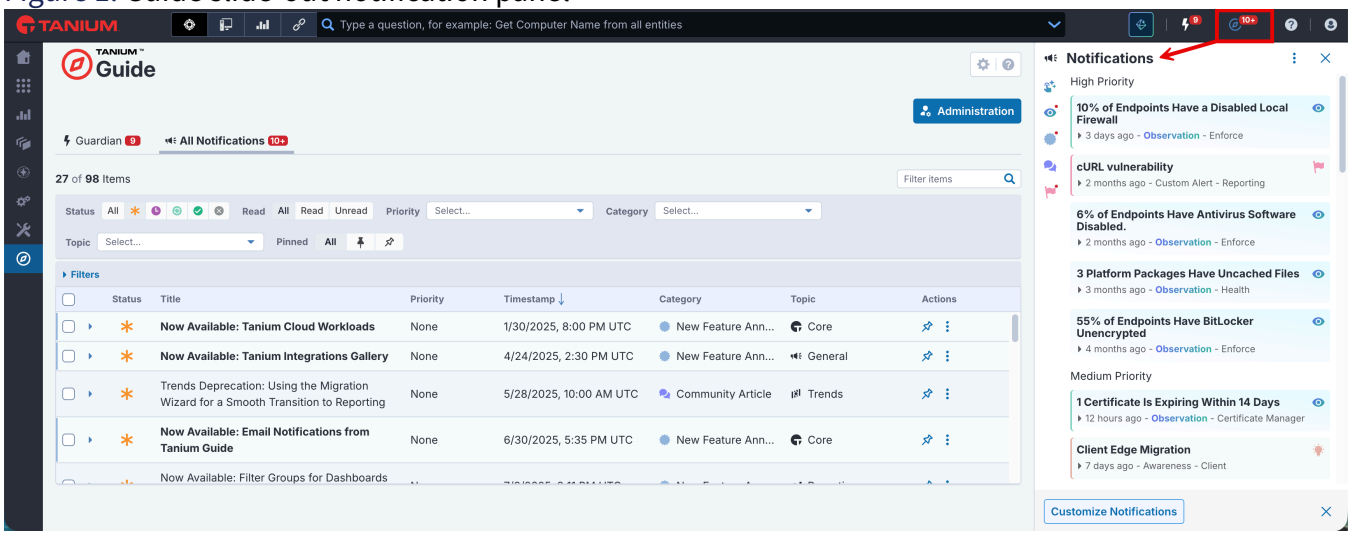
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Guide overview

Note: Tanium Guide was previously named Tanium™ Feed.

Tanium delivers notifications directly to users through Tanium Guide. Guide adds a slide-out notification panel to Tanium Console where you can view notifications from any page.

Figure 1. Guide slide-out notification panel



Guide also shows notification flyouts to draw your attention to notifications outside of the slide-out panel. For more information, see View notification flyouts on page 36.

Tip: Use the **Customize Notifications** button in the slide-out notification panel to quickly configure your notification preferences. After configuring your preferences, you can close the banner that the button appears in to free up more space. For more information, see Configuring Guide on page 21.

Notifications

Tanium Console users receive notifications to stay informed of important updates and actions they

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might need to take. These notifications include Tanium Guardian notifications about emerging security issues, as well as Tanium Guide notifications about Tanium new feature announcements, community articles, custom alerts, awareness information, observations, and guidance.

Users manage their own notifications. Users can also configure email notifications to stay informed about unread notifications without constantly monitoring Guide. Administrators can configure certain Guide notification settings for all users.

Notifications on the list start as unread with an active status. If a user clicks on a notification, the notification is marked as read. Users can manually mark unread notifications as read, and read notifications as unread.

Notifications are displayed in the slide-out panel and on the **Guide** page in chronological order, with the most recent notifications at the top. You can pin individual notifications, and filter to view only pinned notifications.

New Tanium Console users will see up to six months of past Guide notifications. This gives users immediate context right from day one. The notifications shown depend on their roles and permissions.

Notification priorities

Notifications have a priority level that indicates urgency. In the slide-out panel, notifications are grouped by priority, with the highest priority notifications at the top:

- **High**: The notification requires immediate attention. High priority notifications automatically fly out on any page as they arrive to draw your attention. For more information, see High priority notification flyouts on page 36.
- **Medium**: The notification requires attention.
- **Low**: The notification is informational.
- **None**: No priority is assigned to the notification.

Guide notification categories

The following Guide notification categories appear in Guide :

- **Approval** : A request that requires approval, such as jump requests. For more information,

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see Tanium Jump Gate User Guide: Overview.

- **Awareness** : Important information or updates that require review to determine if action is needed. These notifications are created by Tanium or are sent when a threshold is reached.
- **Community Article** : Community articles that provide knowledge or information on Tanium and Tanium-related networking.
- **Custom Alert** : An alert generated when a threshold condition for a chart panel in a Reporting dashboard is met. For more information, see Tanium Reporting User Guide: Configure and manage custom alerts.
- **Guidance** : An opportunity to modify Tanium or endpoint configuration and improve performance, generated based on multiple factors, including Tanium historical analysis, environment performance, and anonymous crowdsourced data. The notification information is organized into **Impact** and **Next Steps** sections, making it easier to understand the significance and the suggested next steps.
- **New Feature Announcement** : New Tanium features, solutions, and functionality.
- **Observation** : An opportunity to review data and determine the root cause of a situation, possibly leading to remediation or improved performance, generated based on multiple factors, including Tanium historical analysis, environment performance, and anonymous crowdsourced data. The notification information is organized into **Impact** and **Next Steps** sections, making it easier to understand the significance and the suggested next steps.

Each notification within a category relates to a specific topic, such as a specific Tanium solution, or a general topic if the notification does not apply to a solution. Users must have solution-specific permissions to view related notifications for that topic.

Notifications have one of the following statuses during the notification lifecycle:

- **Active** : The notification is active and has not been dismissed or resolved.
- **In Progress** : The guidance is in the process of being resolved or otherwise acted upon.
- **Resolved** : The threshold condition that generated the guidance or observation is resolved, whether as a direct or indirect result of the guidance or observation.
- **Dismissed** : The user dismissed the notification from the slide-out panel or the **Guide** page.

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Guardian notification categories

In addition to the Guide notification categories, the following Guardian notification category appears in Tanium™ Guardian:

- **Vulnerability**: Tanium™ Reporting dashboards or Community articles that describe emerging security issues.

> **Note:** The **Emerging Issues** topic is specific to Guardian notifications, and can be associated with several categories, including **Vulnerability**.

Each notification in the Vulnerability category color-codes the notification category with the severity of the notification. Severity levels include:

- **Critical Vulnerability**
- **High Vulnerability**
- **Medium Vulnerability**
- **Low Vulnerability**

Interoperability with other Tanium products

Asset

Tanium Guide can generate Asset-related notifications for Tanium operators, which provide insight into anomalous software detected on endpoints.

For more information, see Tanium Asset User Guide: Overview.

Benchmark

Tanium Guide can generate Benchmark-related notifications for Tanium operators, which provide insight into Tanium, network, and endpoint performance.

For more information, see Tanium Benchmark User Guide: Overview.

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Certificate Manager

Tanium Guide can generate Certificate Manager-related notifications for Tanium operators, which provide insight into certificate expiration.

For more information, see Tanium Certificate Manager User Guide: Overview.

Discover

Tanium Guide can generate Discover-related notifications for Tanium operators, which provide insight into unmanaged and lost interfaces.

For more information, see Tanium Discover User Guide: Overview.

Enforce

Tanium Guide can generate Enforce-related notifications for Tanium operators, which provide insight into Tanium, network, and endpoint performance.

For more information, see Tanium Enforce User Guide: Overview.

Jump Gate

Tanium Guide can generate notifications for Tanium™ Jump Gate users to alert them when there are jump requests to approve or when requests they submitted change in status.

For more information, see Tanium Jump Gate User Guide: Overview.

Reporting

Tanium Guide can generate custom alert notifications for chart panels in Tanium™ Reporting dashboards, which alert users when a threshold condition is met.

For more information, see Tanium Reporting User Guide: Configure and manage custom alerts.

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Getting started with Guide

Note: Tanium Guide was previously named Tanium™ Feed.

Step 1: Review the requirements

Review the system, network, security, and user role requirements. For more information, see Guide requirements on page 12.

Step 2: Install Guide

For more information, see Installing Guide on page 19.

Step 3: Grant Guide permissions

Grant permissions to users to use Guide.

To access notifications in Tanium Console, users must either have the **Interact** Show permission or the **Feed** Show permission. For more information, see User role requirements on page 15 and Set up Guide users on page 30.

Step 4: View and manage notifications

View notifications and learn how to manage notifications. For more information, see Viewing and managing notifications on page 32.

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Guide requirements

Note: Tanium Guide was previously named Tanium™ Feed.

Review the requirements before you install and use Guide.

Core platform dependencies

Make sure that your environment meets the following requirements:

- Tanium license that includes Guide. For more information about how to get Guide, see Tanium Solutions & Bundles.
- Tanium™ Core Platform servers
- Tanium™ Client: No client requirements

Solution dependencies

Other Tanium solutions are required for Guide to function (required dependencies) or for specific Guide 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.

Note: Some Guide dependencies have their own dependencies, which you can see in the lists of required and feature-specific dependencies below. Where a dependency links to its own user guide, that link opens the guide for the latest version of the solution, not necessarily the minimum version that Guide requires.

Tanium recommended installation

If you select **Tanium Recommended Installation** when you import Guide, the Tanium Server

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automatically imports all your licensed solutions at the same time. For more information, see Tanium Console User Guide: Import all modules and services.

Import specific solutions

If you select only Guide to import, 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 Guide, the server automatically updates those dependencies to the latest available versions.

Required dependencies

Guide has the following required dependencies:

- Tanium™ Automation Engine
- Tanium™ RDB Service
- Tanium™ Secrets

Feature-specific dependencies

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

- Tanium™ Benchmark to view Benchmark observations
- Tanium™ Console to view the Tanium Guardian icon and Guardian notification count in the Console header
- Tanium™ Enforce to view Enforce guidance and observations
- Tanium™ Interact to view Benchmark observations
- Tanium™ Data Service (TDS) to view Benchmark observations

Tanium™ Module Server

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

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

Endpoints

Guide does not directly deploy packages to endpoints. However, Guide can generate guidance for Tanium solutions that do deploy packages to endpoints. Be sure to review the requirements for any solutions that generate guidance through Guide.

For Tanium Client operating system support, see Tanium Client Management User Guide: Client version and host system requirements.

Host and network security requirements

Specific ports and processes are needed to run Guide.

Ports

The following ports are required for Guide communication.

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.

Ports for Feed communication

Port requirements

Source	Destination	Port	Protocol	Purpose
Module Server	Tanium Server	17422	TCP	Proxy for requests from the Tanium Server

Security exclusions

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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 Reference: Endpoint security exclusions. For Windows-based Tanium Core Platform deployments, see Tanium Core Platform Server security exclusions.



Note: 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.

User role requirements

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

- solution permissions on page 16
- administration, platform content, and global permissions on page 17: The solution permissions automatically provide some of these permissions.

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

Optional roles for Guide on page 17 are required to enable optional Guide functionality.

Some Guide 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 Guide. If you create custom roles for Guide users, be sure to assign all the solution permissions and content set permissions that are required for Guide 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)

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- Provided role permissions
- View effective role permissions
- Configure a custom role

Note: Do not assign the **Feed Service Account** and **Feed Service Account - All Content Sets** roles to users. These roles are for internal purposes only.

Note: Users require the **solution-name show** permission to view general notifications related to that solution topic. Users also require the **Token - Use** permission and additional solution permissions to receive guidance and observations related to that solution. For more information, see Optional roles for Guide on page 17.

Note: Tanium Guide was previously named Tanium Feed. These roles and permissions apply to Tanium Guide functionality.

Guide solution permissions

Permission	Guide User	Guide Operator	Guide Email User	Guide Custom Alert Author
Feed SHOW: View Guide in Tanium Console OPERATOR: View and manage notifications in all content sets	✓ SHOW	✓ OPERATOR SHOW	✓ SHOW	✓ SHOW
Feed Message Read and acknowledge Guide notifications	✓ ACKNOWLEDGE READ	✓ ACKNOWLEDGE READ	✓ ACKNOWLEDGE READ	✓ ACKNOWLEDGE READ
Feed Restricted Message [1] Allows reading Guide messages that are designated as restricted when restricted mode is enabled.	✗	✗	✗	✗

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Permission	Guide User	Guide Operator	Guide Email User	Guide Custom Alert Author
Email Allows sending emails using an email server configured in Tanium Connect.	✗	✗	✓ SEND	✗
The permissions for these roles provide solution permissions for other solutions. To view the provided permissions, see View effective role permissions . [1] For more information, see Enable Guide Restricted Mode on page 46 .				

Guide administration and platform content permissions

Permission	Permission Type	Guide User	Guide Operator	Guide Email User	Guide Custom Alert Author
Token - Use	Administration	✗	✓ SPECIAL	✓ SPECIAL	✓ SPECIAL
Plugin	Platform Content	✓ READ EXECUTE	✓ READ EXECUTE	✓ READ EXECUTE	✓ READ EXECUTE
To view the content sets to which the platform content permissions apply, see View effective role permissions .					

Optional roles for Guide

OPTIONAL BENCHMARK ROLE FOR GUIDE OBSERVATIONS

Optional roles for Guide

Role	Enables
A custom role that includes the **Benchmark show** and **Token - Use** permissions	Access to Guide observations for Guide . Access to Benchmark observations. For more information, see Tanium Console User Guide:

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Role	Enables
	Configure a custom role .

OPTIONAL ENFORCE ROLES FOR GUIDE OBSERVATIONS AND GUIDANCE

Optional Enforce roles for Guide observations and guidance

Role	Enables
A custom role that includes the **Enforce show** and **Token - Use** permissions	Access to Enforce observations. For more information, see Tanium Console User Guide: Configure a custom role .
A custom role that includes the **Enforce Operator Settings write** and **Token - Use** permissions	Access to Enforce guidance. For more information, see Tanium Console User Guide: Configure a custom role .

OPTIONAL ASSET ROLES FOR GUIDE OBSERVATIONS

Optional Asset roles for Guide observations

Role	Enables
A custom role that includes the **Asset Report read** , **Asset Configuration Item write** , and **Token - Use** permissions	Access to Asset observations about anomalous software detection. For more information, see Detect anomalous software . For more information about custom roles, see Tanium Console User Guide: Configure a custom role .

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Installing Guide

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

- Automatic configuration: Guide is installed with any required dependencies and other selected products. This option is the best practice for most deployments. For more information about the automatic configuration for Guide, see Tanium Console User Guide: Import all modules and services.
- Manual configuration: Manually install Guide and the required dependencies. For more information, see Import Guide on page 19.

Before you begin

- Read the release notes.
- Review the Guide requirements on page 12.
- To import the Guide solution, you must be assigned the **Administrator** reserved role.

Important: If you uninstall Interact, and no users, personas, or user groups are assigned to the **Feed User** role before uninstalling Interact, you lose the ability to access Feed. To regain access to Feed, either reinstall Interact, or assign users, personas, or user groups to the **Feed User** role.

Import Guide

About this task

Perform the following steps to install the Guide solution on the Tanium Server.

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Note: If you have multiple Tanium Servers in an active-active configuration, you only need to perform these steps on one Tanium Server.

1. Sign in to Tanium Console with an account that has the **Administrator** reserved role.
2. From the Main menu, go to **Administration** > **Configuration** > **Solutions**.
3. In the **Content** section, select the checkbox for **Guide** and click **Import**.

   Tip: If you need to install any prerequisite Tanium solutions, select the corresponding checkboxes for those solutions as well.
4. Review the content to import and click **Begin Install**.

Result

Other Tanium solutions are required for Guide to function (required dependencies) or for specific Guide features to work (feature-specific dependencies).

Verify Guide version

About this task

After you import or upgrade Guide, verify that the correct version is installed.

1. Refresh your browser.
2. From the Main menu, go to **Administration** > **Solutions**.
3. In the **Content** section, locate the **Guide** row.
4. Verify the **Imported Version** reflects the version you installed.
5. From the Main menu, go to **Activity**. Verify the **Activity** page loads and that notifications appear.

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Configuring Guide

Note: Tanium Guide was previously named Tanium™ Feed.

Configure notification display

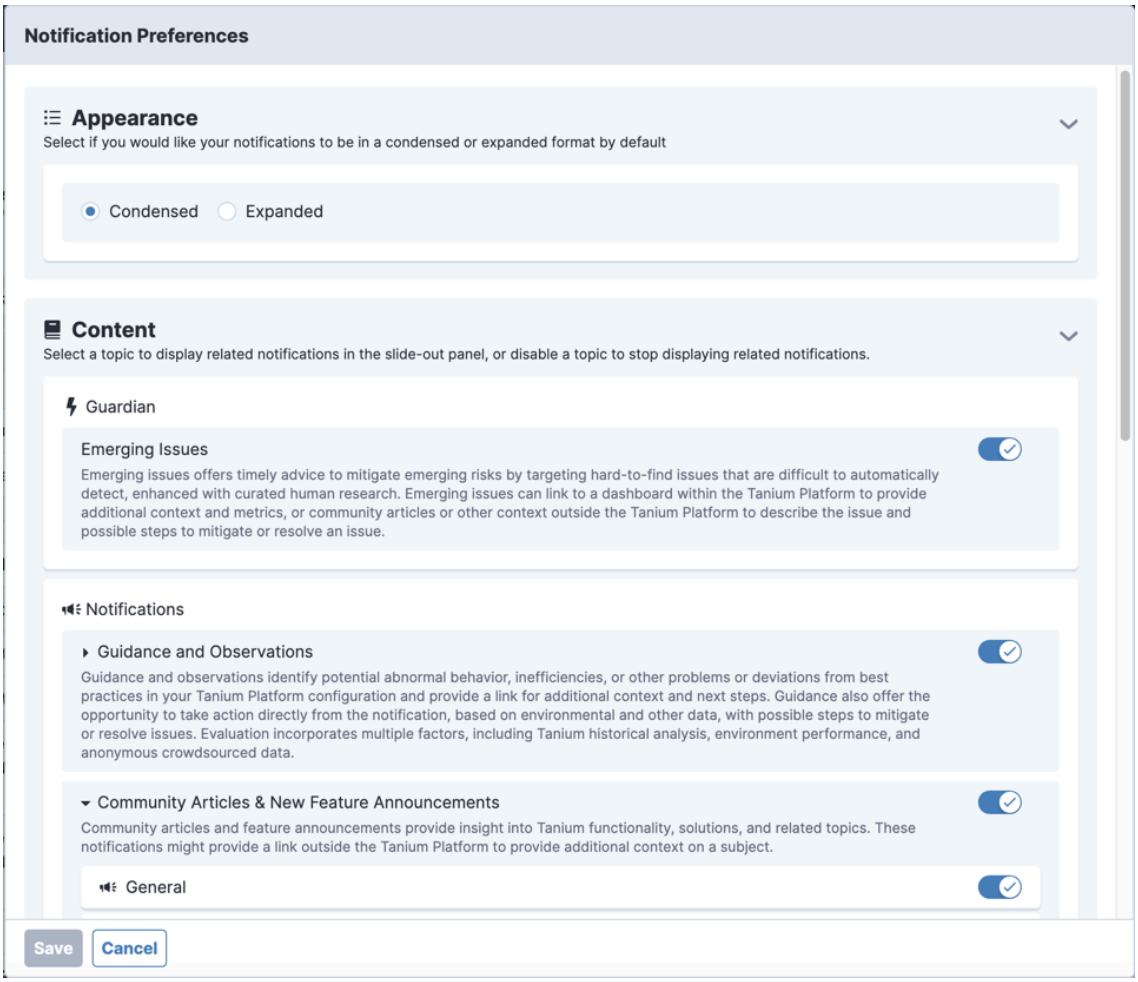
You can configure the notification topics and types that display for your user account. Additionally, administrator users can configure which guidance and observation types display for all Tanium operators. They can also edit threshold values to specify when these notifications are generated.

Configure local notification preferences

1. Open your notification preferences. You have the following options:
   - From the Tanium Console header, go to Guide. From the slide-out panel, click Actions and then click **Manage Notifications**.
   - From the Main menu, go to Guide and then click Settings.

     The **Notification Preferences** dialog appears.

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2. In the **Appearance** section, you have the following options:
    - Select **Condensed** to display notification summaries, hiding body text, in the slide-out panel and **Guide** page.
    - Select **Expanded** to display notifications with body text in the slide-out panel and **Guide** page.
3. In the **Content** section, click Expand ▶ next to a notification type to view all related topics.
4. Select a topic to display related notifications, or clear the topic to stop displaying related notifications.
5. Select the notification type to display all topic notifications for that type, or clear the notification type to stop displaying all topic notifications for that type.
6. Click **Save**.

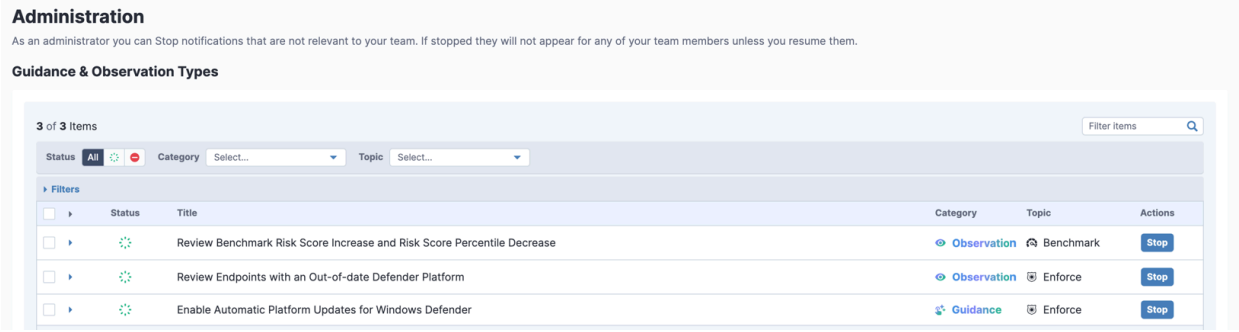
Stop guidance and observations for all Tanium operators

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About this task

Note: To stop guidance or observations from displaying for all Tanium operators, you require administrator-level permissions.

1. From the Main menu, go to Guide and then click **Administration**.
   The **Administration** page opens.



2. Click Expand next to a guidance or observation type to view a description.
3. You have the following options:
   - Click **Stop** next to a guidance or observation type to stop displaying that notification for all Tanium operators.
   - Click **Resume** next to a stopped guidance or observation type to resume displaying that notification for all Tanium operators. Resuming a stopped guidance or observation type only shows future notifications to Tanium operators, and does not retroactively display past notifications that would have been generated while the guidance or observation type was stopped.

Customize threshold criteria for guidance and observations

About this task

Note: To customize threshold criteria for guidance and observations, you require administrator-level permissions.

1. From the Main menu, go to Guide and then click **Administration**.

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The **Administration** page opens.

2. Click Edit for a guidance or observation type.
   The **Edit Criteria** dialog appears.

3. In the **Actions** column, click Edit for a guidance or observation type. The **Edit Criteria** dialog appears.

4. Enter a custom threshold value. For example, you might want to generate notifications when Benchmark risk scores fall below the threshold of 10%, instead of the default 15%.

5. To reset the threshold value to the default value, click **Restore Defaults**.

6. Click **Save**.

Configure software exclusions for notifications about anomalous software detection

About this task

> **Note:** To configure exclusions, you require administrator-level permissions. For more information, see User role requirements on page 15.

You can exclude software you do not want to be notified about. For more information about anomalous software detection, see Tanium Asset User Guide: Detect anomalous software.

1. From the Main menu, go to Guide and then click **Administration**.
   The **Administration** page opens.

2. In the **Actions** column, click Edit beside the **Review Endpoints with Anomalous Software Applications** observation.
   The **Edit Criteria** dialog appears.

3. Select software to exclude during detection. Click **Save**.

Configure email notifications

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Note: To configure and send email notifications, you require either the **Guide Email User** role, which includes the **Email** permission, or the **Email** and **Token - Use** permissions. For more information, see User role requirements on page 15.

You can receive emails about unread notifications in Guide, including notifications about Guardian, guidance, observations, awareness, community articles, and new feature announcements. You can receive emails immediately, daily, or weekly based on the notification category. Daily and weekly emails consolidate notifications across all categories into one summary email. For example, you might want a weekly email for unread notifications about community articles and new feature announcements, and a daily email for unread notifications about guidance and observations.

Your configured email server securely sends these email notifications. You must configure your email server profile in Tanium Connect, and then select the email server profile when configuring email notifications.

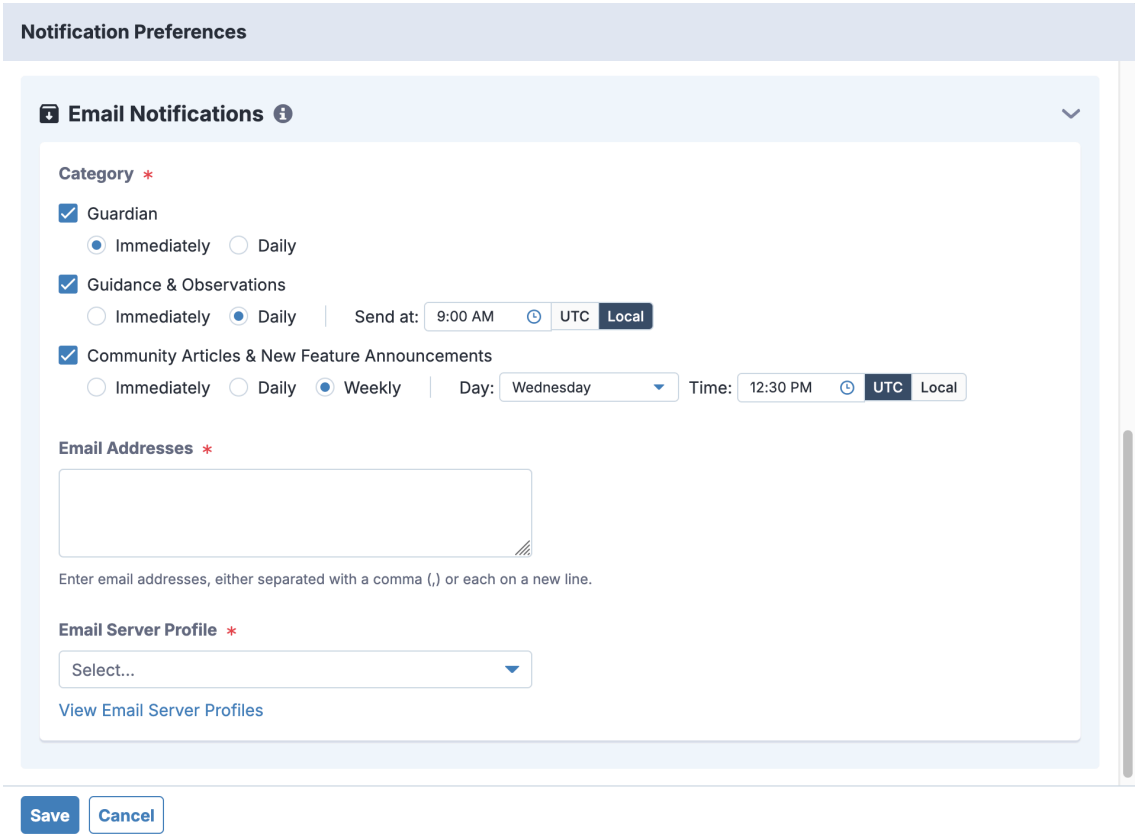
Prerequisites

About this task

Configure an email server profile in Tanium Connect. For more information, see Configure email server profile settings for Microsoft 365.

1. Open your notification preferences. You have the following options:
   - From the Main menu, go to Guide, and then click Settings.
   - From the slide-out panel, click Actions, and then click **Manage Notifications**.

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2. In the **Email Notifications** section, select which notification categories you want to send by email and how often to send them:
    - **Guardian**: Send emails immediately or daily at the specified time.
    - **Guidance & Observations**: Send emails immediately or daily at the specified time.
    - **Community Articles & New Feature Announcements**: Send emails immediately, daily at the specified time, or weekly on the specified day and time.

    > **Note:** The **Community Articles & New Feature Announcements** option also includes email notifications for the Awareness notification category.

    For more information about the notification categories, see Notifications on page 6.

3. Enter your email address.

    > **Best Practice:** Configure email notifications only for yourself, and let others configure theirs based on their needs.

4. Select an email server profile that will be used to send emails.

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5. Click **Save**.

Configure custom alert notifications

About this task

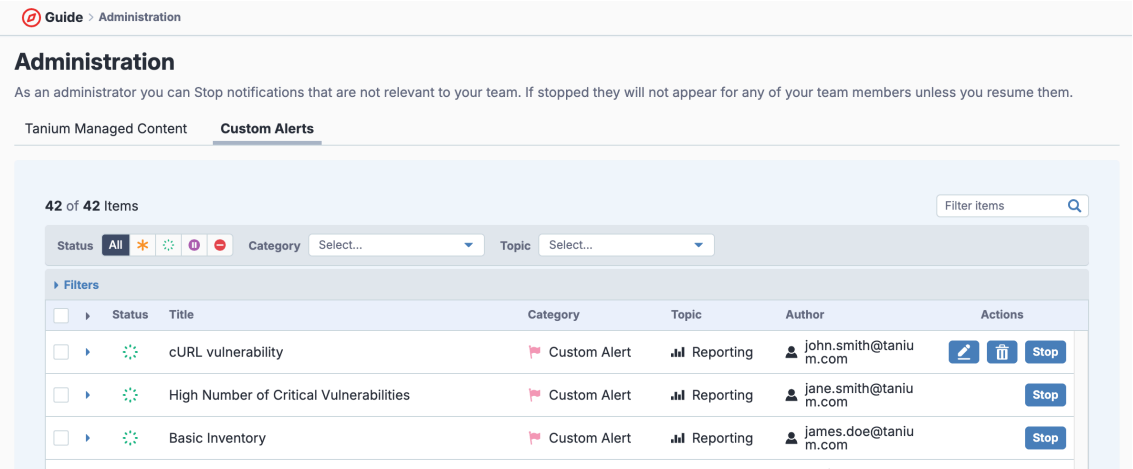
You can manage your custom alerts in a centralized location in Guide. You can view the details and status of an alert. You can also edit, delete, resume, or stop alerts as needed.

> **Note:**
>
> Custom alerts require the following roles and permissions:
>
> - To create and manage custom alerts, you require either the **Reporting Operator** or **Reporting User** system roles, as well as the **Guide Custom Alert Author** role. For more information, see Tanium Reporting User Guide: User role requirements and Tanium Guide User Guide: User role requirements.
> - To configure Console user recipients, you require the **User read** permission. For more information, see Tanium Console User Guide: User role requirements.
> - To configure email recipients, you require the **Email Config read** permission, and to send email notifications, you require the **Email send** permission. For more information, see Tanium Connect User Guide: User role requirements and Tanium Guide User Guide: User role requirements.

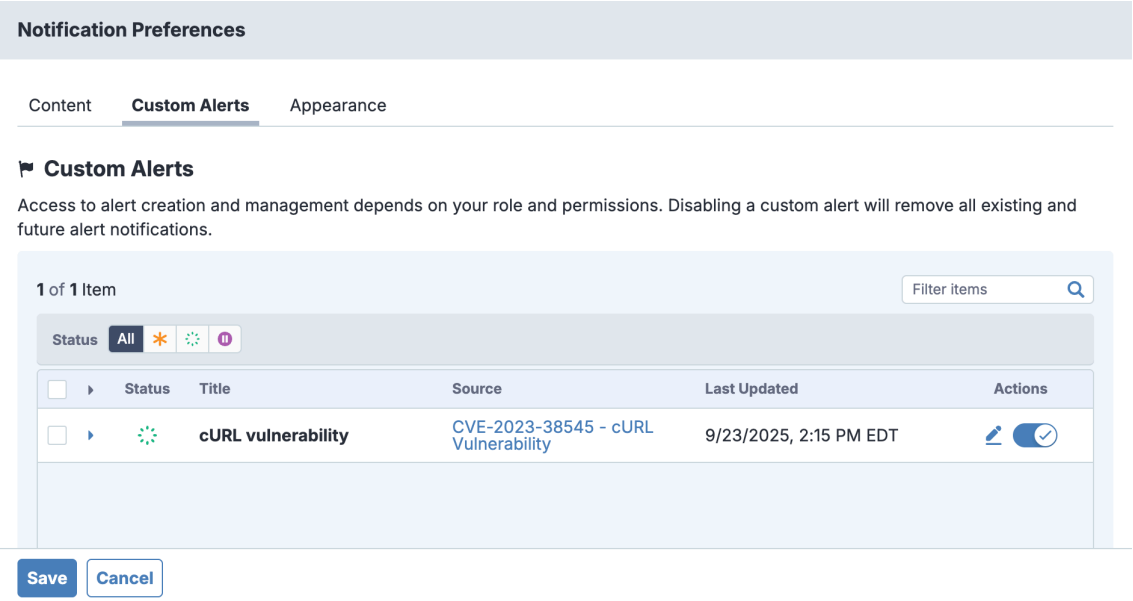
1. Open custom alert configurations. You have the following options:
   - To view all custom alerts, from the Main menu, go to Guide and then click **Administration** > **Custom Alerts**. The **Custom Alerts** tab in the Administration page appears.

     > **Note:** To manage all custom alerts, you require administrator-level permissions.

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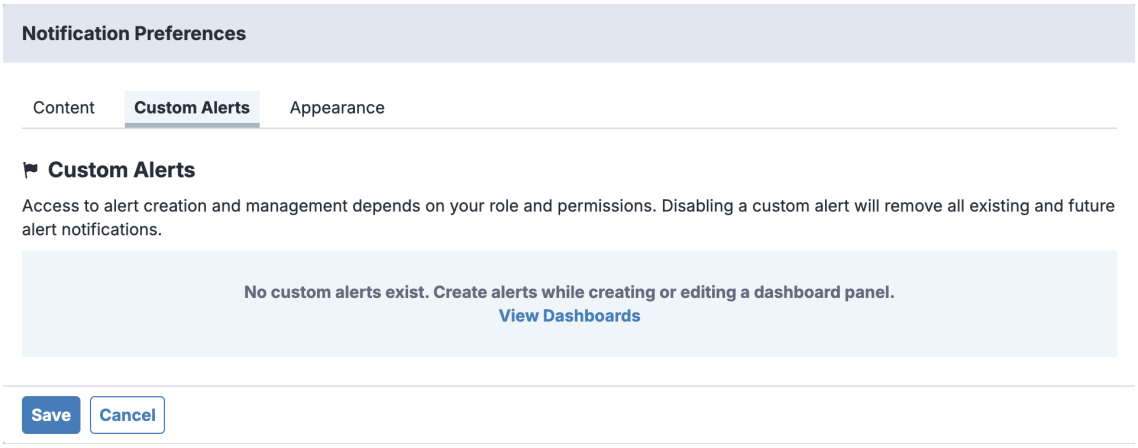


- To view the custom alerts for which you are a recipient, from the Tanium Console header, go to Guide. From the slide-out panel, click Actions , and then click **Manage Notifications**. The **Notification Preferences** dialog appears.



- If there are no custom alerts, click **View Dashboards** to open the Dashboards page in Reporting and configure an alert. For more information, see Tanium Reporting User Guide: Configure and manage custom alerts.

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2. If custom alerts are configured, you can perform the following actions:
   - Click Expand to view details about an alert.

     The following table describes the statuses available for alerts:

     ### Custom alert statuses

Status	Description
Active	The threshold is met, and a notification is generated. Depending on the alert configuration, recipients receive a Guide notification or an email.
Running	The alert is monitoring data and notifies if the threshold is met.
Silenced	The alert is monitoring data but does not notify you. Others still receive notifications. To view the custom alerts for which you are a recipient and can silence, from the Tanium Console header, go to Guide . From the slide-out panel, click Actions and then click **Manage Notifications** . The **Notification Preferences** dialog appears.
Stopped	The alert is turned off for everyone. It does not monitor data or send notifications.

   - Click Edit to open the related dashboard in Reporting and update the alert configuration. For more information, see Tanium Reporting User Guide: Configure and manage custom alerts.
   - Click Delete to remove the alert and dismiss all existing notifications.
   - Click **Resume** to restart a stopped alert.

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- Click **Stop** to turn off the alert and stop future notifications.

> **Note:** You can only edit and delete alerts you configured, but you can resume or stop any alert.

Set up Guide users

> **Note:** New Tanium Console users will see up to six months of past Guide notifications. This gives users immediate context right from day one. The notifications shown depend on their roles and permissions.

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

For more information about permissions for each role, see User role requirements on page 15.

> **Important:** On installation, Guide creates a Guide user to automatically manage the Guide service account. Do not edit or delete the Guide user.

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

Guide User

Assign the **Guide User** role to users who need to read and manage Guide notifications in their assigned content sets. Users with the **Interact** Show permission do not need this role to view and manage notifications in Guide; assign the **Guide User** role to only those users who do not have the **Interact** Show permission.

Guide Operator

Assign the **Guide Operator** role to users who manage notifications in any content set. This includes notifications for all licensed solutions.

Guide Email User

Assign the **Guide Email User** role to users who need to receive email notifications. This role also

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includes all the permissions of the **Guide User** role.

Guide Custom Alert Author

Assign the **Guide Custom Alert Author** role to users who need to configure and manage their custom alert notifications.

For more information about configuring custom alerts in Guide, see Configure custom alert notifications on page 27. For more information about Reporting-based custom alert notifications, see Tanium Reporting User Guide: Configure and manage custom alerts.

> **Note:** Do not assign the **Guide Service Account** and **Guide Service Account - All Content Sets** roles to users. These roles are for internal purposes only.

> **Note:** Users require certain solution permissions to access notifications related to that solution. For more information, see Optional roles for Guide on page 17.

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Viewing and managing notifications

Note: Tanium Guide was previously named Tanium™ Feed.

You can quickly view notifications from any page in Tanium Console, and you can manage notifications through the **Guide** page.

Notifications display with two types of cosmetic indicators: read or unread, and pinned or unpinned. These indicators help a user review their notifications list, but do not otherwise affect a notification.

- Notifications initially appear as unread (highlighted). After a user clicks on a notification, the notification updates to read. Users can mark read notifications as unread for later review.
- Users can pin a notification to mark it as notable or for later review, regardless of notification status. Users can filter the **Guide** page for pinned notifications.

Notifications have one of the following statuses:

Guide notification statuses

Status	Description	Notes
Active	The notification is active and has not been dismissed or resolved.	
In Progress	The notification is in the process of being resolved or otherwise acted upon.	This status applies to only guidance.
Resolved	The threshold condition that generated the notification is resolved, whether as a direct or indirect result of the notification. If the threshold condition occurs again, and the cooldown period since the last notification has elapsed, a new notification is generated. Otherwise, no notification is generated until the cooldown period elapses.	This status applies to guidance and observations.

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Status	Description	Notes
Dismissed	The user dismissed the notification from the slide-out panel or the **Guide** page. Dismissed notifications can be viewed in the **All Notifications** tab if you filter on that status. Users can select **Clear Dismissal** to display the notification in the slide-out panel again.	

Note: Administrator users can stop a notification category and topic from displaying for all Tanium operators, regardless of their permissions.

Notifications also have a priority level that indicates urgency. In the slide-out panel, notifications are grouped by priority, with the highest priority notifications at the top:

Guide notification priorities

Priority	Description
High	The notification requires immediate attention. High priority notifications automatically fly out on any page as they arrive to draw your attention. For more information, see High priority notification flyouts on page 36 .
Medium	The notification requires attention.
Low	The notification is informational.
None	No priority is assigned to the notification.

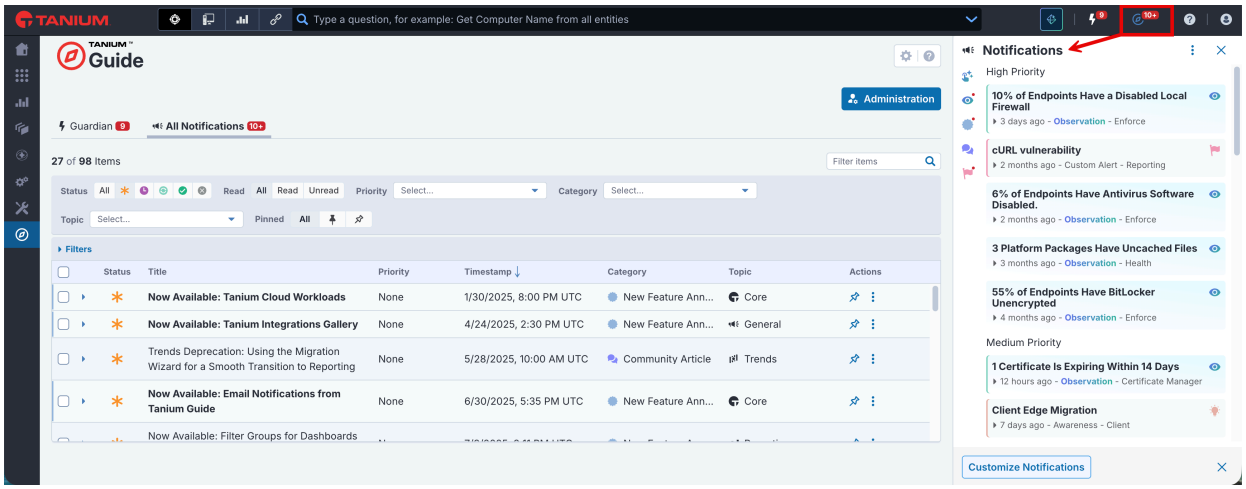
View notifications

About this task

To view active notifications from any page:

1. View the notification panel. From the Tanium Console header, go to Guide or to Guardian . The number next to the icon indicates the number of unread notifications.
   A slide-out panel appears with any notifications. Notifications are arranged chronologically, with the newest notifications at the top.

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Tip: Use the **Customize Notifications** button in the slide-out notification panel to quickly configure your notification preferences. After configuring your preferences, you can close the banner that the button appears in to free up more space. For more information, see Configuring Guide on page 21.

2. View notification details. The following options are available:
   - To show the summary, click Expand to expand the summary.
   - To view the full text of a truncated title or metric, hover over the title or metric.
   - A notification might contain a link to an article, a dashboard in Tanium Reporting, question results in Interact, or another Tanium solution.
     - To view an article, expand the summary, and then click **Read More**.
     - To view a dashboard, expand the summary, and then click **View Dashboard**. The dashboard loads only if Reporting is installed in your environment. For more information, see Tanium Reporting User Guide: Dashboards.
     - To view the custom alert configuration for a Reporting-related custom alert notification, click **View Dashboard**. The Reporting dashboard opens and shows the configuration. You can close the configuration to view the highlighted panel in the dashboard. For more information, see Tanium Reporting User Guide: Configure and manage custom alerts.
     - To view endpoints in Interact, expand the summary, and then click **View Endpoints**.

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- To view the five most recently detected anomalous software, expand the summary. Then, to view all detected anomalous software, click **Review Software**. The **Anomalous Software** page opens in Tanium Asset. For more information about anomalous software detection, see Tanium Asset User Guide: Detect anomalous software.

- To view other Tanium information or metrics, expand the summary, and then click **View <information>**. For example, if a Benchmark observation appears, click **View Risk Score** to view more Risk Score information in Benchmark.

- To perform a create action, click **Create <item>** to open the associated create page. Some fields on the page might be partially filled in based on the action being taken. For example, if an observation recommends sending the Reboot Suggested Survey in Tanium™ Engage to encourage users to reboot their endpoints, click **Create Survey**. The **Create Survey** page opens with some fields partially filled in based on the referenced survey template.

- To review approval requests, such as jump requests, click **View Request** to open the associated module, where you can approve or reject the request. For more information, see Tanium Jump Gate User Guide: View, approve, and close jump requests.

- To remove a notification from the slide-out panel, hover over the notification, click Actions , and then click **Dismiss**.

  The notification is removed from the slide-out panel. You can still access the notification from the **Activity** page. To add the notification back to the slide-out panel, see Manage notifications on page 42.

- To temporarily hide an active notification and schedule it to reappear later, hover over the notification, click Actions , and then click **Remind Me Later**. Select one of the following time periods: **30 Minutes**, **1 Hour**, **Tomorrow**, or **Next Week**. After you select an option, text appears below the notification indicating when you will be reminded. To cancel the reminder, hover over the notification, click Actions , and then click **Cancel Reminder**.

- To remove all current notifications from the slide-out panel, in the title bar, click Actions , and then click **Dismiss All**.

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- To mark a notification as unread, hover over the notification and click Actions , and then click **Mark Unread**. A highlight appears to the left of the notification.
- If you have administrator-level permissions, to hide a notification for a topic from all users, hover over the notification, click Actions , and then click **Stop for all**.

3. To close the slide-out panel, click **X** in the upper right of the panel.

View notification flyouts

Guide shows notification flyouts to draw your attention to notifications outside of the slide-out panel. You can interact with flyouts just like notifications in Guide or the slide-out panel.

From the notification flyout, you have the following options:

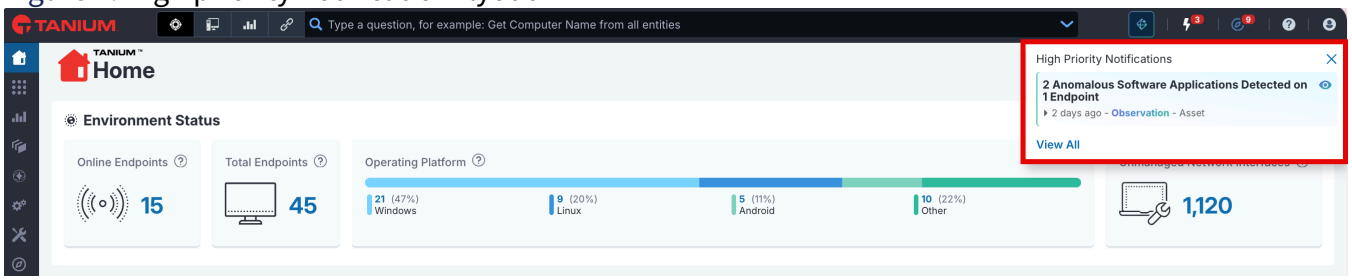
- To view all notifications in Guide, click **View All**.
- To close the flyout, click Close . The flyout also automatically closes after 15 seconds.
- To show the summary, click Expand to expand the summary.
- A notification might contain a link to an article, a dashboard in Tanium Reporting, question results in Interact, or another Tanium solution. For more information about how you can interact with notifications, see View notifications on page 33.

High priority notification flyouts

When a high priority notification arrives, Guide automatically flies it out on any page to draw your attention. High priority flyouts can appear regardless of where you are in Tanium Console.

The following image shows an example of a high priority notification flyout:

Figure 2. High priority notification flyout



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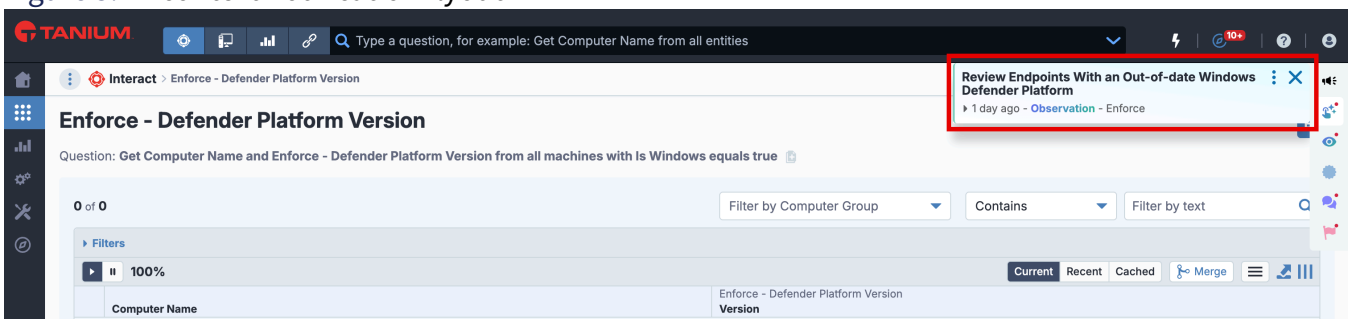
In-context notification flyouts

When you are working in some modules, Guide shows in-context notification flyouts that are relevant to that module. These flyouts appear outside of the slide-out panel and help you stay informed and take action where it is most relevant. Only Guide notifications about guidance or observations can appear as in-context notification flyouts.

For example, in Enforce, you might see an in-context notification flyout indicating that the percentage of endpoints running outdated Windows Defender platform versions exceeds the threshold. This flyout appears in the Enforce module, enabling you to access the situation and take action without switching views.

The following image shows an example of an in-context notification flyout in Enforce:

Figure 3. In-context notification flyout



View email notifications

> **Note:** To configure and send email notifications, you require either the **Guide Email User** role, which includes the **Email** permission, or the **Email** and **Token - Use** permissions. For more information, see User role requirements on page 15.

You can receive emails about unread notifications in Guide, including notifications about Guardian, guidance, observations, awareness, community articles, custom alerts, and new feature announcements. Guide slightly delays emails to reduce volume and avoid redundancy in case you have already seen the notification in Guide.

You can also set your preferences to receive emails immediately, daily, or weekly based on the notification category. Daily and weekly emails consolidate notifications across all categories into one summary email. For example, you might want a weekly email for unread notifications about

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community articles and new feature announcements, and a daily email for unread notifications about guidance and observations. For more information about configuring email notifications, see Configure email notifications on page 24.

In the email, notifications are grouped by category section, and within each section, notifications are further grouped by priority: **High Priority**, **Medium Priority**, **Low Priority**, and **Unspecified Priority**.

From the email, you have the following options:

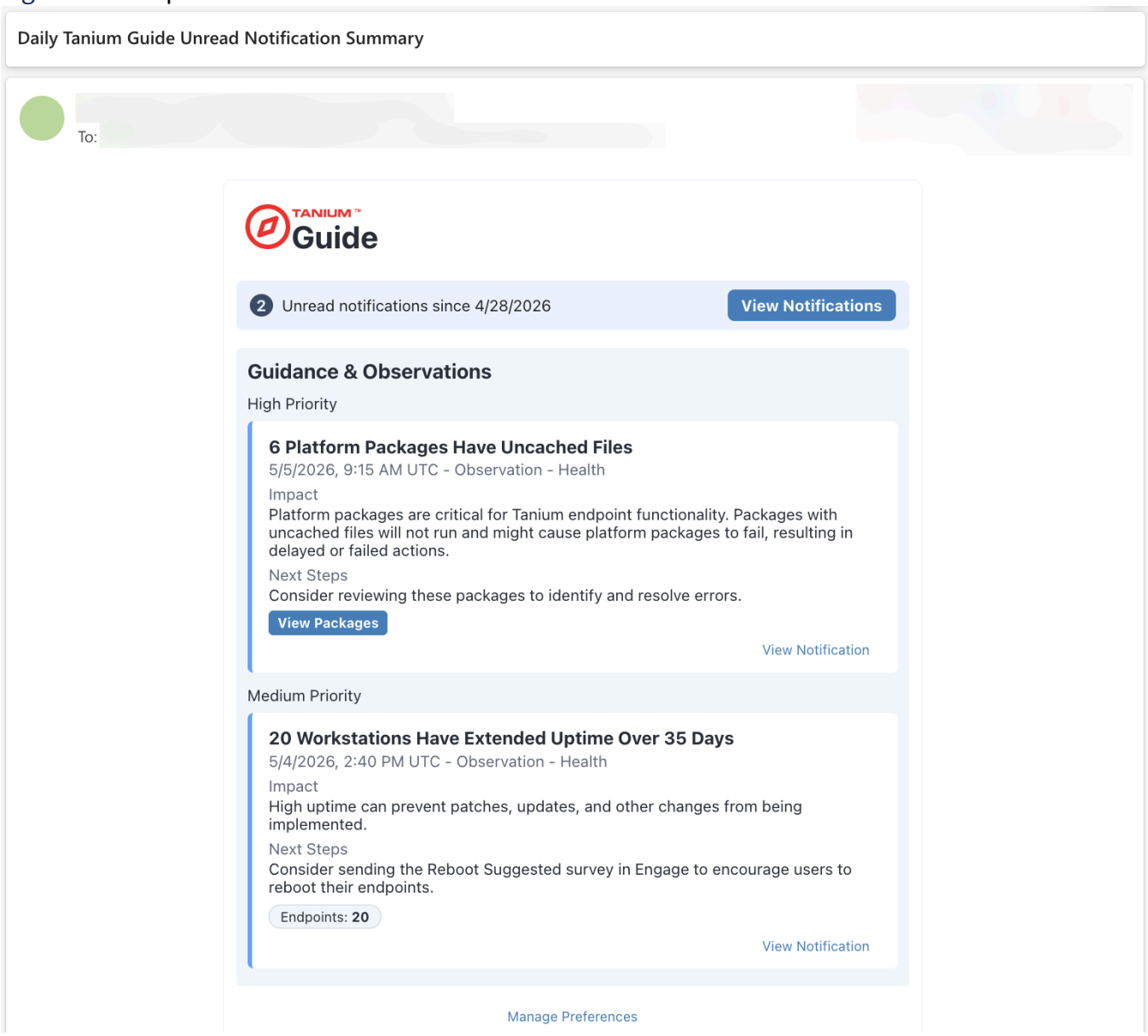
- To view your notifications in Guide, click **View Notifications**.
- To view the notification details in Guide, click **View Notification**.
- To update your notification preferences, click **Manage Preferences**.
- A notification might contain a link to an article, a dashboard in Tanium Reporting, question results in Interact, or another Tanium solution.
    - To view an article, click **Read More**.
    - To view a dashboard, click **View Dashboard**. The dashboard loads only if Reporting is installed in your environment. For more information, see Tanium Reporting User Guide: Dashboards.
    - To view the custom alert configuration for a Reporting-related custom alert notification, click **View Dashboard**. The Reporting dashboard opens and shows the configuration. You can close the configuration to view the highlighted panel in the dashboard. For more information, see Tanium Reporting User Guide: Configure and manage custom alerts.
    - To view endpoints in Interact, click **View Endpoints**.
    - To view other Tanium information or metrics, click **View <information>**. For example, if a Benchmark observation appears, click **View Risk Score** to view more Risk Score information in Benchmark.
    - To perform a create action, click **Create <item>** to open the associated create page. Some fields on the page might be partially filled in based on the action being taken. For example, if an observation recommends sending the Reboot Suggested Survey in Engage to encourage users to reboot their endpoints, click **Create Survey**. The

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Create Survey page opens with some fields partially filled in based on the referenced survey template.

The following image shows an example email notification:

Figure 4. Example email notification



Analyze observations and guidance

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Important: Guide generates an API token associated with each user and active persona to evaluate Guide notifications, active for 7 days after creation date. These API tokens contain the note "System Use Only for Guide", but are not used to take action on a Tanium operator's behalf without Tanium operator confirmation. Do not delete these API tokens, as notifications might not be delivered to a user.

Guide generates observations and guidance based on threshold conditions being met. Threshold conditions are defined based on multiple factors, including Tanium intelligence and anonymized customer metrics. Guide provides default threshold conditions based on the Tanium solutions in your environment. Threshold conditions depend on the notification topic and the calculations used to evaluate them. Generally, they relate to how the monitored environment and Tanium deployment are configured and performing.

Tanium administrators can edit threshold values to better align with their organization's requirements. For more information, see Customize threshold criteria for guidance and observations on page 23.

Important: Threshold conditions can apply to a variety of organizations, but might not apply to all organizations. Organization-specific environment and Tanium configuration might diverge from common configuration practices. Always review and understand guidance and observations before making configuration updates, as a threshold condition that generated a guidance or observation might not apply to a specific organization.

- Observations identify a specific threshold condition. For example, if the Benchmark risk score increases and meets a threshold condition, an observation related to Benchmark is generated. Observations can link to additional context, such as endpoint data or metrics. You can review and analyze the data, and then update your configuration to possibly improve endpoint or environment performance.

- Guidance identify a specific threshold condition and suggest a Tanium configuration or endpoint change. The configuration change or endpoint update might improve endpoint or environment performance, optimize current and future Tanium use, or better align an environment with best practices. For example, if a certain percentage of managed endpoints do not have an up-to-date version of Windows Defender installed and this meets a threshold condition, a guidance related to Enforce is generated, suggesting enabling automatic platform updates for Windows Defender. Based on the threshold condition, a guidance might make the configuration change automatically, deploy content to endpoints, redirect you to

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another page in Tanium Console or a related solution to review and update Tanium configuration, or otherwise provide assistance to update Tanium configuration.

Tanium operators require certain solution permissions to access observations and guidance related to that solution. In addition, threshold condition calculation is per-Tanium operator, and is based off of the endpoints and computer groups that user has permission to access. As a result, multiple Tanium operators in an organization might receive different guidance and observations. For more information, see Optional roles for Guide on page 17.

Observations and guidance are resolved if the threshold condition is no longer met, and the status updates to **Resolved**. This status update occurs regardless of direct or indirect action that causes the threshold condition to not be met. For example, a Tanium operator might manually update configuration to improve performance, causing the threshold condition to not be met. Alternatively, network performance might be improved due to changes unrelated to the threshold condition specifically. In both cases, related observations and guidance are updated **Resolved**.

After an observation or guidance updates to **Resolved**, a cooldown period prevents the same observation or guidance from generating again until the cooldown period expires. Cooldown periods vary based on the threshold condition. For example, if a threshold condition calculation involves number of online endpoints, and some endpoints keep coming online and going offline, continually exceeding and falling below the threshold condition, only one notification is sent to users. After this notification updates to **Resolved**, the notification cannot be generated until the cooldown period expires. If the threshold condition continues to be met after the cooldown period expires, another notification is generated.

Note: The specific buttons and options available for a guidance or observation depend on the threshold condition. Different notifications for a topic might show different buttons for analysis, even if the threshold condition is similar for each notification.

To analyze an observation or guidance:

- To view additional information and context about a notification, expand the summary, and then click **Learn More**.
- From an observation, to view information related to the threshold condition, expand the summary, and then click the button that corresponds with viewing related information, such as **View Endpoints**. For example, if the observation relates to endpoints and endpoint status, click **View Endpoints** to view endpoints in Interact.

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- From guidance, to update Tanium configuration, expand the summary, and then click the button that corresponds with the configuration change, such as **Enable Updates**. For example, if the guidance relates to enabling automatic platform updates for Windows Defender, click **Enable Updates** to select the setting automatically. You have the following options:

    - If this guidance automatically updates Tanium configuration, confirm the change. The Tanium Core Platform updates the configuration described in the notification body text.

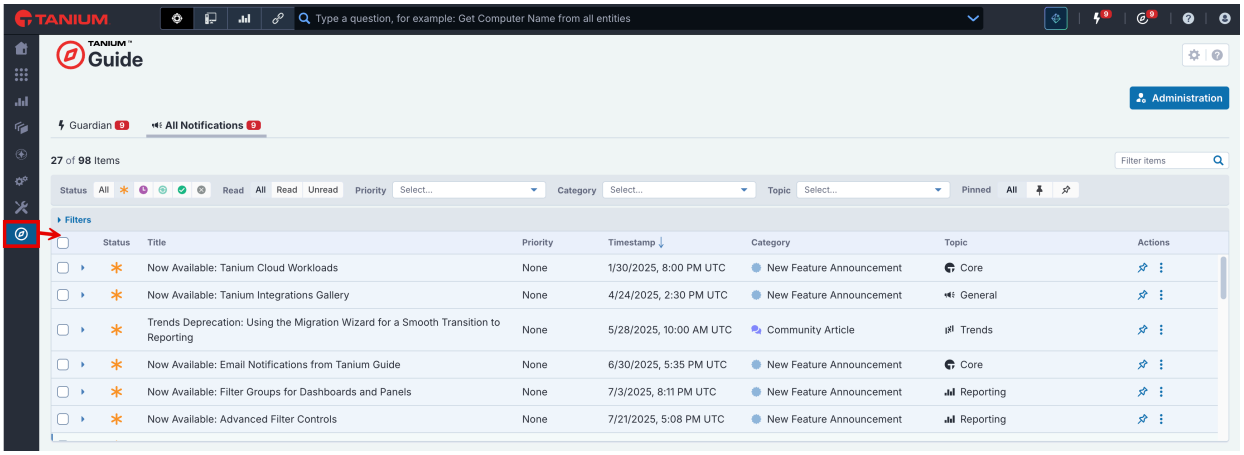
    - If this guidance redirects you to another page to review configuration, review the notification body text, update configuration as needed, and save your changes.

Manage notifications

About this task

Use the **Guide** page to manage and view notifications.

1. From the Main menu, go to Guide.
   The **Guide** page opens. Notifications are arranged chronologically, with the latest notifications at the top.



Tip: Unread notifications are highlighted with a vertical colored bar to the left of the notification.

2. (Optional) Set any filter options. The following filters are available:

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Notification filters

Filter	Description
Filter items	Enter a value to search all titles and summaries for the text.
Status	Select one of the following: • **All** to show all notifications regardless of status. • **Active** to show only active notifications. • **In Progress** to show only guidance in the process of being resolved. • **Resolved** to show only resolved guidance and observations • **Dismissed** to show only dismissed notifications.
Read	Select one of the following: • **All** to show all notifications regardless of read status. • **Read** to show only read notifications. • **Unread** to show only unread notifications. **Tip:** A notification changes to read when you click the **Read More** link or expand the notification summary.
Priority	Select one of the following: • **High** to show only high priority notifications. • **Medium** to show only medium priority notifications. • **Low** to show only low priority notifications. • **None** to show only notifications with no assigned priority.
Category	Select a category to show only notifications in that category.
Topic	Select a topic to show only notifications related to the selected topic. **Note:** A Tanium solution only appears in the **Topic** filter if the solution is installed, has unread notifications, and you have permissions to access the solution.
Pinned	Select one of the following: • **All** to show all notifications regardless of pinned status.

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Filter	Description
	• **Pinned** to show only pinned notifications. • **Not Pinned** to show only unpinned notifications.
Date Range	Select the time range prior to the current time for which to show notifications.

3. The following options are available for each notification:
    - To show the summary, click Expand to expand the summary.
    - To view the full text of a truncated title or metric, hover over the title or metric.
    - To pin a notification, click Pin. You can view all pinned notifications through the **Pinned** filter.
    - To show a previously dismissed notification in the slide-out panel again, from the **Guide** page, filter on **Dismissed** notifications, click Actions, and then click **Clear Dismissal**. The notification is active again.
    - A notification might contain a link to an article or a link to a dashboard in Tanium Reporting.
        - To view an article, click **Read More**.
        - To view a dashboard, click **View Dashboard**. The dashboard loads only if Reporting is installed in your environment. For more information, see Tanium Reporting User Guide: Dashboards. To deploy an action from a dashboard, see Tanium Reporting User Guide: Deploy action row in the Dashboard widgets table.
        - To view the custom alert configuration for a Reporting-related custom alert notification, click **View Dashboard**. The Reporting dashboard opens and shows the configuration. You can close the configuration to view the highlighted panel in the dashboard. For more information, see Tanium Reporting User Guide: Configure and manage custom alerts.
    - To mark a notification as unread, click Actions and then click **Mark as Unread**. The notification is highlighted with a vertical colored bar next to the notification, and the

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notification appears again in the slide-out panel.

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Troubleshooting Guide

Note: Tanium Guide was previously named Tanium™ Feed.

If Guide is not performing as expected, you might need to troubleshoot issues.

Enable Guide Restricted Mode

You can enable Guide Restricted Mode, which restricts Guide from displaying Tanium Guardian and the following notification types for Tanium users that do not have the **Feed Restricted Message** read permission assigned:

- **Awareness**
- **Community Articles**
- **Emerging Issues**
- **Guidance**
- **New Feature Announcements**
- **Observations**
- **Tanium News**

Note: Guide Restricted Mode is disabled by default. Enabling Guide Restricted Mode restricts notifications that contain important information about emerging issues, recommended actions, or Tanium updates.

Contact Tanium Support for assistance in enabling Guide Restricted Mode.

Issue: Guide notifications not appearing as expected

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If users are not receiving expected guidance or observations, note the following:

- Assigned permissions affect the notifications that a user can receive. For example, if a user is not assigned the **Benchmark show** permission, that user cannot receive Benchmark observations related to risk score. Confirm that the user has the required permissions assigned to view an observation or guidance. For more information about Guide notification permissions, see User role requirements on page 15.

- Tanium configuration affects the notifications that can be generated. For example, if you do not have Impact and Comply installed and configured, Benchmark cannot calculate risk scores, and no risk score-related notifications can be generated. If you do not configure any computer groups in Benchmark aside from the default **All Computers** computer group, Benchmark can only calculate risk scores for the **All Computers** computer group, and risk score-related notifications cannot be generated for other computer groups. For more information, see Tanium Benchmark User Guide: Evaluating your risk score. and Tanium Benchmark User Guide: (Optional) Configure computer groups.

- Access to endpoints and computer groups affect notification threshold conditions for a user. For example, assume a hypothetical observation contains a threshold condition of at least 10% of endpoints meeting the condition, and five endpoints meet that condition.

    - One user has access to ten endpoints in the environment, and one of these ten endpoints meets the threshold condition. This user receives the observation because one out of ten constitutes 10% of endpoints for that user.

    - One user has access to 10,000 endpoints in the environment, and five of these 10,000 endpoints meets the threshold condition. This user does not receive the observation because five out of 10,000 endpoints is .05%, which does not meet the 10% threshold.

Uninstall Guide

If you need to uninstall Guide, perform the following steps.



Important: Consult with Tanium Support before you uninstall or reinstall Guide.

1. Sign in to Tanium Console as a user with the Administrator role.

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2. From the Main menu, go to **Administration** > **Configuration** > **Solutions**.
3. In the **Content** section, select the Guide row and click **Uninstall**.
4. Review the summary and click **Yes** to proceed with the uninstallation.
5. When prompted to confirm, enter your password.

Note: The uninstall does not remove the Guide log from the Tanium Module Server. To remove the log after the uninstall completes, manually delete the feed-files directory. For Windows environments, this directory is located at \Program Files\Tanium\Tanium Module Server\services\feed-files\.

Contact Tanium Support

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

For more information about submitting a support case, see Case Submission Form.

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