



# Tanium™ Health Check User Guide

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# Health Check overview

With Health Check, you can automate the collection of Tanium Platform Analyzer (TPAN) reports on a configurable schedule. TPAN reports can help you get a comprehensive view of the issues, risks, and performance of your Tanium environment. You can also download reports locally to share with Tanium. Regularly collecting and sharing these reports can help Tanium provide you with the best support.

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# Getting started

1. Install Tanium Health Check. See [Installing Health Check on page 9](#).
2. Generate and download reports. See [Generating reports on page 13](#).

# Health Check requirements

Review the requirements before you install and use Health Check.

## Tanium dependencies

Make sure that your environment meets the following requirements.

Component	Requirement
Platform	7.2 or later.
License	For information about licensing, contact your Technical Account Manager (TAM).

## Tanium™ Module Server

Health Check is installed and runs as a service on the Module Server. The resource impact on the Module Server is minimal and depends on usage.

## Host and network security requirements

Specific ports and processes are needed to run Health Check.

### Ports

The following ports are required for Health Check communication.

Component	Port	Direction	Purpose
Module Server	17242	Loopback	Internal purposes; not externally accessible

### Security exclusions

If security software is in use in the environment to monitor and block unknown host system processes, your security administrator must create exclusions to allow the Tanium processes to run without interference.

**Table 1: Health Check security exclusions**

Target Device	Process
Module Server	<Module Server>\services\health-service\node.exe
	<Module Server>\services\health-service\twsm.exe

## User role requirements

The Administrator reserved role is required for all Health Check tasks.



# Installing Health Check

You can install Health Check from the **Tanium Solutions** page.

## Before you begin

- Read the [release notes](#).
- Review the [Health Check requirements on page 7](#).

## Import Health Check

Import Health Check from the **Tanium Solutions** page.

1. From the Main menu, click **Tanium Solutions**.
2. In the **Tanium Content** section, select the **Health Check** row and click **Import Solution**.
3. In the **Import Solution** window, review the Tanium content that is being installed. Click **Proceed with Import**.
4. After the installation process completes, refresh your browser.
5. From the Main menu, click **Tanium Services > Health Check**. The Health Check **Home** page is displayed.

## Verify installation

To verify that Health Check is installed, go to the **Tanium Solutions** page and check the installed version.

## Set the service account

For recurring maintenance activities, specify a user with the **Tanium Administrator** role. Specifying these credentials is a one-time configuration. No other credentials need to be added.

1. From the Health Check **Home** page, in the **Configure** section, click the **Service Account** step and click **Configure Service Account**.

**Note:** If the **Configure** section is not visible in the Health Check **Home** page, click **Manage Home Page**, select **Configure**, and click **Save**.

2. Enter the Tanium credentials and click **Save**.

## Set the collection schedule

You can set up automatic collection of TPAN reports. Run at least one report each week when most of your endpoints are online.

1. From the Health Check **Home** page, in the **Configure** section, click the **Collection Schedule** step and click **Configure Collection Schedule**.

**Note:** If the **Configure** section is not visible in the Health Check **Home** page, click **Manage Home Page**, select **Configure**, and click **Save**.

2. Select **Enable**, choose at least one day, and select a time.

**Note:** If you select **Disable**, you can manually run reports instead. For more information, see [Run a TPAN report manually on page 13](#).

3. Click **Save**.

## Set the sharing preferences

**IMPORTANT:** Sharing reports with Tanium is available only to customers that sign an addendum to their existing license. Health Check 1.2 or later is also required. Contact your TAM to request an updated license.

If you have a valid license, you can choose to automatically share sanitized reports with Tanium. If you do not have an updated license or do not want to automatically share reports, you can download reports locally to share through other methods.

1. From the Health Check **Home** page, in the **Configure** section, click the **Sharing** step and click **Configure Sharing**.

**Note:** If the **Configure** section is not visible in the Health Check **Home** page, click **Manage Home Page**, select **Configure**, and click **Save**.

2. To disable automatic sharing of reports, select **Do not automatically share** and click **Save**.
3. To enable automatic sharing of reports, select **Automatically share with Tanium** and click **Save**.

**IMPORTANT:** You cannot select **Automatically share with Tanium** if you do not have a valid license. For more information about how to configure Health Check for sharing reports, contact your TAM.

## Configure other settings

You can configure other settings such as the log verbosity and Health Check tuning parameters.

1. From the Health Check **Home** page, in the **Configure** section, click the **Other Settings** step and click **Configure Other Settings**.

**Note:** If the **Configure** section is not visible in the Health Check **Home** page, click **Manage Home Page**, select **Configure**, and click **Save**.

2. Configure the following settings:

### **Set Log Level**

Level of logging detail for Tanium Health Check

### **Number of reports to keep on disk**

Rolling number of TPAN reports that you want to keep on disk

### **Info Page collection schedule**

How often the info page is gathered in the background

### **Metrics collection schedule**

How often the metrics page is gathered in the background

### **VDI in use**

Used for the server **Tuning** report

### **Active-Active 50/50?**

Select **Yes** if you have a high availability (HA) deployment of Tanium servers

### **Bandwidth Sensitive (Tanium Server 7.2)**

Used for the server **Tuning** report

### **Bandwidth Limit (Tanium Server 7.3 or later)**

Used for the server **Tuning** report

3. Click **Save**.

## Upgrade Health Check

You can upgrade Health Check in the Tanium Console.

1. From the Main menu, select **Tanium Solutions**.
2. In the **Tanium Content** section, select the **Health Check** row and click **Upgrade Solution**.
3. In the **Import Solution** window, review the Tanium content that is being installed. Click **Import**.
4. After the installation process completes, refresh your browser.
5. To confirm the upgrade, return to the **Tanium Solutions** page and check that the **Available Version** is the same as the **Imported Version** for the Health Check row.

## What to do next

See [Getting started on page 6](#) for more information about using Health Check.

# Generating reports

You can configure Health Check to automatically generate TPAN reports on a regular schedule, or you can manually generate a TPAN report. For each report that is stored on disk, you can download an HTML or compressed ZIP file.

## Run a TPAN report manually

To generate a TPAN report manually, click **Run TPAN Report Now** in the **Manual Report Generation** section of the Health Check **Home** page.

## Automatically generate TPAN reports

To automatically generate TPAN reports, [Set the collection schedule on page 10](#). To change the schedule, click **Collection Schedule** in the **Configure** section of the Health Check **Home** page, and then click **Configure Collection Schedule**.

**Note:** If the **Configure** section is not visible in the Health Check **Home** page, click **Manage Home Page**, select **Configure**, and click **Save**.

## Download a TPAN report

Each report that is stored on disk has both a sanitized and a full version. The sanitized versions do not include any potentially sensitive or confidential information like passwords, computer names, or IP addresses. Health Check retains only a configurable number of reports on disk to minimize disk space.

For a sanitized report, you can download a compressed ZIP file. From the **Reports** section of the Health Check **Home** page, click **Zip** next to a sanitized report to download the TPAN report.

For a full report, you can download an HTML or ZIP file. From the **Reports** section of the Health Check **Home** page, click **HTML** or **Zip** next to a full report to download the TPAN report.

## Share a TPAN report

**IMPORTANT:** Sharing reports with Tanium is available only to customers that sign an addendum to their existing license. Health Check 1.2 or later is also required. Contact your TAM to request an updated license.

You can manually share the sanitized version of a specific TPAN report. From the **Reports** section of the Health Check **Home** page, click **Share** next to a sanitized report to share the TPAN report.

To automatically share sanitized versions of TPAN reports every hour, enable automatic sharing of reports. For more information, see [Set the sharing preferences on page 10](#).


**Note:** The data in the sanitized report is limited to data about the Tanium instance, not data about the customer-managed environment. You can view exactly what data is included in the sanitized report by downloading the report prior to sharing it with Tanium or enabling automatic sharing of reports.

# Troubleshooting Health Check

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

## Collect logs

When you request a troubleshooting package, log files are provided as a ZIP file that you can download with your browser.

1. From the Health Check **Home** page, click Help , then the **Troubleshooting** tab.
2. Click **Download Package**.  
A `health-troubleshooting.zip` file downloads to the local download directory.
3. Attach the ZIP file to your Tanium Support case form or send it to your TAM.

Tanium Health Check maintains logging information in the `health-service.log` file in the `\Program Files\Tanium\Tanium Module Server\services\health-service` directory.

## Uninstall Health Check

1. From the Main menu, click **Tanium Solutions**.
2. In the **Tanium Content** section, select the **Health Check** row.
3. Click **Uninstall Solution**. Click **Uninstall** to complete the process.