



# Tanium™ Health Check User Guide

Version 1.9.14

August 18, 2020

*The information in this document is subject to change without notice. Further, the information provided in this document is provided “as is” and is believed to be accurate, but is presented without any warranty of any kind, express or implied, except as provided in Tanium’s customer sales terms and conditions. Unless so otherwise provided, Tanium assumes no liability whatsoever, and in no event shall Tanium or its suppliers be liable for any indirect, special, consequential, or incidental damages, including without limitation, lost profits or loss or damage to data arising out of the use or inability to use this document, even if Tanium Inc. has been advised of the possibility of such damages.*

*Any IP addresses used in this document are not intended to be actual addresses. Any examples, command display output, network topology diagrams, and other figures included in this document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.*

*Please visit <https://docs.tanium.com> for the most current Tanium product documentation.*

*This documentation may provide access to or information about content, products (including hardware and software), and services provided by third parties (“Third Party Items”). With respect to such Third Party Items, Tanium Inc. and its affiliates (i) are not responsible for such items, and expressly disclaim all warranties and liability of any kind related to such Third Party Items and (ii) will not be responsible for any loss, costs, or damages incurred due to your access to or use of such Third Party Items unless expressly set forth otherwise in an applicable agreement between you and Tanium.*

*Further, this documentation does not require or contemplate the use of or combination with Tanium products with any particular Third Party Items and neither Tanium nor its affiliates shall have any responsibility for any infringement of intellectual property rights caused by any such combination. You, and not Tanium, are responsible for determining that any combination of Third Party Items with Tanium products is appropriate and will not cause infringement of any third party intellectual property rights.*

*Tanium is committed to the highest accessibility standards to make interaction with Tanium software more intuitive and to accelerate the time to success. To ensure high accessibility standards, Tanium complies with the U.S. Federal regulations - specifically Section 508 of the Rehabilitation Act of 1998. We have conducted third-party accessibility assessments over the course of product development for many years, and most recently a comprehensive audit against the WCAG 2.1 / VPAT 2.3 standards for all major product modules was completed in September 2019. Tanium can make available any VPAT reports on a module-by-module basis as part of a larger solution planning process for any customer or prospect.*

*As new products and features are continuously delivered, Tanium will conduct testing to identify potential gaps in compliance with accessibility guidelines. Tanium is committed to making best efforts to address any gaps quickly, as is feasible, given the severity of the issue and scope of the changes. These objectives are factored into the ongoing delivery schedule of features and releases with our existing resources.*

*Tanium welcomes customer input on making solutions accessible based on your Tanium modules and assistive technology requirements. Accessibility requirements are important to the Tanium customer community and we are committed to prioritizing these compliance efforts as part of our overall product roadmap. Tanium maintains transparency on our progress and milestones and welcomes any further questions or discussion around this work. Contact your TAM, sales representative, or email [accessibility@tanium.com](mailto:accessibility@tanium.com) to make further inquiries.*

*Tanium is a trademark of Tanium, Inc. in the U.S. and other countries. Third-party trademarks mentioned are the property of their respective owners.*

*© 2020 Tanium Inc. All rights reserved.*

# Table of contents

---

- Health Check overview** ..... 6
- Getting started** ..... 7
  - Step 1: Install and configure Health Check ..... 7
  - Step 2: Generate and download reports ..... 7
- Health Check requirements** ..... 8
  - Tanium dependencies ..... 8
  - Tanium™ Module Server ..... 8
  - Endpoints ..... 8
  - Host and network security requirements ..... 8
    - Ports ..... 8
    - Security exclusions ..... 9
  - User role requirements ..... 9
- Installing Health Check** ..... 10
  - Before you begin ..... 10
  - Import and configure Health Check with default settings ..... 10
  - Import and configure Health Check with custom settings ..... 11
    - Configure service account ..... 11
    - Set the collection schedule ..... 11
    - Set the sharing preferences ..... 11
    - Configure other settings ..... 12
  - Upgrade Health Check ..... 13
  - Verify Health Check version ..... 13
  - What to do next ..... 13

---

<b>Generating reports</b> .....	<b>14</b>
Run a TPAN report manually .....	14
Automatically generate TPAN reports .....	14
Download a TPAN report .....	14
Share a sanitized TPAN report .....	14
Reference: Sample sanitized report .....	15
Sample Tanium sensor entry .....	16
Sample customer sensor entry .....	16
<b>Troubleshooting Health Check</b> .....	<b>17</b>
Collect logs .....	17
Cannot enable automatic sharing of sanitized reports .....	17
Uninstall Health Check .....	17

# 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.

If you enable automatic collection of TPAN reports, you can also configure the collection schedule. Health Check uses the HTTPS protocol with shared key authentication to send sanitized TPAN reports to Tanium. If you enable automatic sharing of sanitized TPAN reports with Tanium, Health Check uses a push-based mechanism by contacting Tanium over HTTPS and receiving an expiring URL to a write-only file destination that is specific to the server deployment and account, where it sends the sanitized payload. For more information about the contents of a sanitized payload, see [Reference: Sample sanitized report on page 15](#).

# Getting started

## Step 1: Install and configure Health Check

Install and configure Tanium Health Check.

For more information, see [Installing Health Check on page 10](#).

## Step 2: Generate and download reports

Generate and download reports.

For more information, see [Generating reports on page 14](#).

# 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
Tanium™ Core 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.

## Endpoints

Health Check does not deploy packages to endpoints. For Tanium Client operating system support, see [Tanium Client User Guide: Host system requirements](#).

## 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.

Source	Destination	Port	Protocol	Purpose
Module Server	Module Server (loopback)	17242	TCP	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. For a list of all security exclusions to define across Tanium, see [Tanium Core Platform Deployment Reference Guide: Host system security exclusions](#).

**Table 1: Health Check security exclusions**

Target Device	Notes	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

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

- **Automatic configuration with default settings** (Tanium Core Platform 7.4.2 or later only): Health Check is installed with any required dependencies and other selected products. After installation, the Tanium Server automatically configures the recommended default settings. This option is the best practice for most deployments. For more information about the automatic configuration for Health Check, see [Import and configure Health Check with default settings on page 10](#).
- **Manual configuration with custom settings:** After installing Health Check, you must manually configure required settings. Select this option only if Health Check requires settings that differ from the recommended default settings. For more information, see [Import and configure Health Check with custom settings on page 11](#).

## Before you begin

- Read the [release notes](#).
- Review the [Health Check requirements on page 8](#).
- If you are upgrading from a previous version, see [Upgrade Health Check on page 13](#).

## Import and configure Health Check with default settings

When you import Health Check with automatic configuration, the following default settings are configured:

- The Health Check service account is set to the account that you used to import the module.
- A weekly collection schedule is enabled and configured.
- For valid licenses, automatic data sharing is enabled.
- Other settings, such as the log verbosity and Health Check tuning parameters, are configured.

To import Health Check and configure default settings, be sure to select the **Apply Tanium recommended configurations** check box while performing the steps in [Tanium Console User Guide: Manage Tanium modules](#). After the import, verify that the correct version is installed: see [Verify Health Check version on page 13](#).


## Import and configure Health Check with custom settings

To import Health Check without automatically configuring default settings, be sure to clear the **Apply Tanium recommended configurations** check box while performing the steps in [Tanium Console User Guide: Manage Tanium modules](#). After the import, verify that the correct version is installed: see [Verify Health Check version on page 13](#).

### Configure service account

The service account is a user that runs several background processes for Health Check. This user requires the **Administrator** reserved role.

For more information about Health Check permissions, see [User role requirements on page 9](#).

1. From the Main menu, go to **Administration > Shared Services > Health Check** to open the Health Check **Home** page.
2. Click Settings  and open the **Service Account** tab.
3. Update the service account settings 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 14](#).

3. Click **Save**.

### Set the sharing preferences

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

For the steps to upgrade Health Check, see [Tanium Console User Guide: Manage Tanium modules](#). After the upgrade, verify that the correct version is installed: see [Verify Health Check version on page 13](#).

## Verify Health Check version

After you import or upgrade Health Check, verify that the correct version is installed:

1. Refresh your browser.
2. From the Main menu, go to **Administration > Shared Services > Health Check** to open the Health Check **Home** page.
3. To display version information, click Info .

## What to do next

See [Getting started on page 7](#) 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 11](#). 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 sanitized TPAN report

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 time a TPAN report is generated, enable automatic sharing of reports. For more information, see [Set the sharing preferences on page 11](#).

### **Reference: Sample sanitized report**

The data in a 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.

The sanitized TPAN report includes the following files:

#### **SanitizedPlatform.json**

This file is a machine-readable file that contains sanitized data about the Tanium deployment, not data about the customer-managed environment. It includes active and trending client counts, summaries of the volume of questions and actions that were issued, information to determine the health of the Tanium Server host system, the version of each installed solution, and global tuning parameters.

#### **SanitizedPlatform.txt**

This file is a human-readable file that details basic information about the state of the Tanium deployment. It contains the latest TPAN date and version, the Tanium Platform version, high-level client counts, leader percentage, string summary information, security modes enabled, such as SAML or TLS, the installed modules and their versions, and any findings from the latest TPAN.

#### **SanitizedTotesEvents.json**

This file contains anonymized data about the use of the content within the Tanium deployment. Sensor names that are not published by Tanium or are not signed by Tanium are sanitized to `__SANITIZED_UNSIGNED_SENSOR__` to ensure that names of custom sensors that are created by customers are not included. This data helps Tanium understand where various pieces of content are deployed, how widely they are used, and can be used to alert customers if critical issues in a content pack are discovered.

### SAMPLE TANIUM SENSOR ENTRY

```
{
  "datetime": 2020-06-08T15:40:04",           // Last used timestamp
  "hash": 1744818157,                         // Hash of the sensor
  "qid": 63,                                   // ID of the last question
  "sensor": "Tanium Client Subnet",           // Name of the sensor
  "signed_status": "Tanium Signed",          // Whether this sensor is signed or unsigned
  "soln_category": "Core",                    // Content category into which the sensor was imported
  "soln_id": "01-001-0001",                  // Tanium solution ID with which the sensor is associated
  "soln_name": "Initial Content - Base",      // Name of the solution in which the sensor is included
  "soln_version": "7.1.14.0000",            // Version of the solution
  "type": "ad-hoc",                           // Last used in an ad-hoc question
  "user": 1                                   // User ID that last used the sensor
},
```

### SAMPLE CUSTOMER SENSOR ENTRY

```
{
  "datetime": 2020-06-04T20:49:43",
  "hash": 965165056,
  "qid": 55,
  "sensor": "__SANITIZED_UNSIGNED_SENSOR__",
  "signed_status": "Likely Unsigned",
  "soln_category": null,
  "soln_id": null,
  "soln_name": null,
  "soln_version": null,
  "type": "automatic",
  "user": 1
},
```




# 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.

## Cannot enable automatic sharing of sanitized reports

Sharing sanitized reports with Tanium is available only to customers with valid licenses. Health Check 1.2 or later is also required.

If you cannot select **Automatically share with Tanium** in the **Sharing** tab of the Health Check Settings , you must contact your TAM to obtain a valid license.

## Uninstall Health Check

1. From the Main menu, go to **Administration > Configuration > Solutions**.
2. In the **Content** section, select the **Health Check** row.
3. Click Delete Selected  and then click **Uninstall** to complete the process.