



Tanium™ Direct Connect User Guide

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Direct Connect overview

Direct Connect provides a communication channel for other Tanium™ modules and a central location for configuring and administering direct endpoint connections across modules.

With Direct Connect, you can configure the connection settings that are shared by Tanium modules for establishing direct endpoint connections. Since Direct Connect uses mutual authentication, both IP addresses and self-signed certificates are supported.

Product integration

Tanium™ Client Management

Client Management uses Direct Connect to access client health information from endpoints. For more information, see [Client Management User Guide: Monitoring client health](#).

Tanium™ Performance

Use Direct Connect with Performance to view historical process-level data from a single endpoint for analysis and troubleshooting. For more information, see [Performance User Guide: Connecting directly to endpoints](#).

Tanium™ Protect

Protect encryption management policies use Direct Connect to securely retrieve encryption keys from the endpoint. For more information see [Protect User Guide: Encryption management](#).

Tanium™ Reveal

Reveal uses Direct Connect to view files on endpoints that match configured rules and patterns. For more information, see [Reveal User Guide: Investigating rule matches](#) and [Reveal User Guide: Validating pattern matches](#).

Tanium™ Threat Response

Threat Response uses Direct Connect to connect to live endpoints and explore data. For more information, see [Threat Response User Guide: Connecting to live endpoints and exploring data](#).

Active endpoint sessions

You can review open and pending endpoint sessions across Tanium modules. Use active endpoint connections to see the active connections on the server. For more information, see [Reviewing active endpoint sessions](#).

Getting started

Step 1: Install and configure Direct Connect

Install and configure Direct Connect, either through automatic configuration with default settings (Tanium Core Platform 7.4.2 or later only) or through manual configuration with custom settings.

For more information, see [Installing Direct Connect on page 18](#).

Step 2: Configure a zone proxy

If you want to use Direct Connect with endpoints that connect to the Module Server through a Zone Server, you must configure a zone proxy. For more information, see [Configure Zone Proxies](#).

Direct Connect requirements

Review the requirements before you install and use Direct Connect.

Tanium dependencies

Make sure that your environment meets the following requirements.

Component	Requirement
Tanium™ Core Platform	<ul style="list-style-type: none"> 7.3.314.4250 or later 7.4.1.1939 or later
Tanium™ Appliance	<p>(Optional) If you are using a Tanium Appliance for your Zone Server, you must use Tanium operating system (TanOS) 1.5.2 or later.</p> <ul style="list-style-type: none"> For TanOS 1.5.2 - 1.5.4, you must use the TanOS shell to install the Direct Connect Zone Proxy. For TanOS 1.5.5 and later, you can install the Direct Connect Zone Proxy through the Tanium Operations menu on the Zone Server appliance. For more information, see Appliance Deployment Guide: Install the Direct Connect Zone Proxy. To install the Direct Connect Zone Proxy on a Tanium Appliance with the All-in-One role, use the TanOS shell.
Tanium™ Client	7.2.314.3211 or later
Tanium™ products	<ul style="list-style-type: none"> Tanium™ Endpoint Configuration 1.0 or later (installed as part of Tanium Client Management 1.5.3 or later) is required for tools deployment and optionally approving configuration changes. Tanium Protect is optional, but if you install Direct Connect 1.3.x or later for use with Protect, you must use Protect 2.1.1 or later. <p>If you are using any of the following Tanium™ modules that use the Tanium™ Client Recorder Extension, you must use the specified versions:</p> <ul style="list-style-type: none"> Tanium™ Integrity Monitor 1.7.0.0035 or later Tanium™ Map 1.1.1.0006 or later Tanium™ Threat Response 1.2.0.0037 or later Tanium™ Trace 2.9.0.0035 or later

Tanium Module Server

Direct Connect is installed and runs as a service on the Module Server. The impact on the Module Server is minimal and depends on usage.

Endpoints

Supported operating systems

The following endpoint operating systems are supported with Direct Connect.

Operating System	Version
Windows	<ul style="list-style-type: none">• Windows 7 or later• Windows Server 2008 R2 or later• Windows XP and Windows Server 2003 are not supported
macOS	Same as Tanium Client support. See Tanium Client User Guide: Host system requirements .
Linux	Same as Tanium Client support. See Tanium Client User Guide: Host system requirements .

Host and network security requirements

Specific ports and processes are needed to run Direct Connect.

Ports

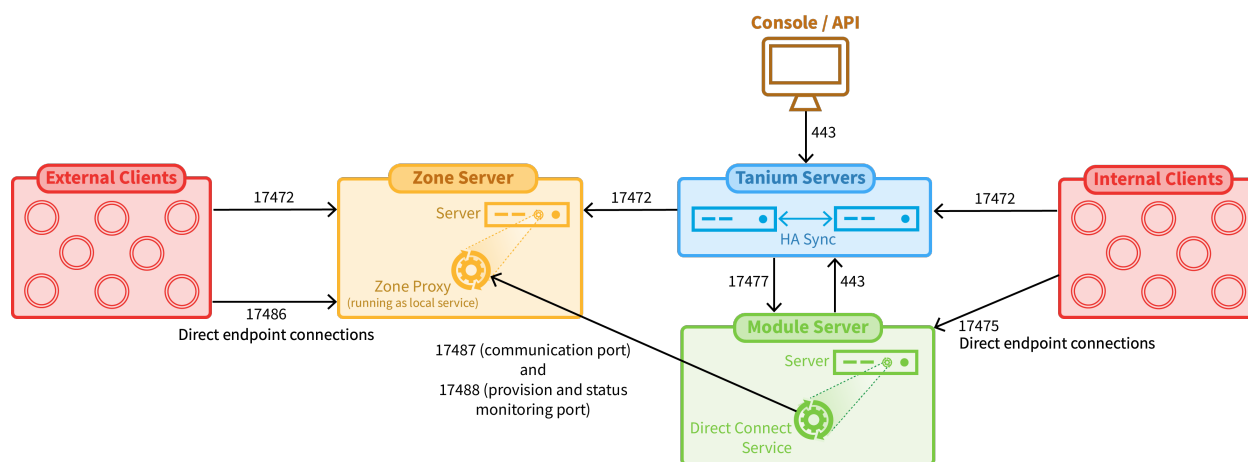
The following ports, which communicate over HTTPS using TLS 1.2 (RSA 2048-bit), are required for Direct Connect.

Source	Destination	Port	Protocol	Purpose
Tanium Client (internal)	Module Server	17475	TCP	Used by the Module Server for endpoint connections to internal clients.
Tanium Client (external)	Zone Server ¹	17486	TCP	Used by the Zone Server for endpoint connections to external clients. The default port number is 17486. If needed, you can specify a different port number when you configure the Zone Proxy.

Source	Destination	Port	Protocol	Purpose
Module Server	Zone Server ¹	17487	TCP	Used by the Zone Server for Module Server connections. The default port number is 17487. If needed, you can specify a different port number when you configure the Zone Proxy.
		17488	TCP	Allows communication between the Zone Server and the Module Server. On TanOS, the Direct Connect Zone Proxy installer automatically opens port 17488 on the Zone Server. This port must be manually opened on Windows.
Tanium Server	Module Server	17477	TCP	Tanium Server initiates connections to the Module Server on port 17477.

¹ These ports are required only when you use a Zone Server.

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.



Direct Connect supports the following cipher suites for encrypting information in TLS communication:

- ECDHE-ECDSA-AES256-GCM-SHA384
- ECDHE-RSA-AES256-GCM-SHA384

- ECDHE-ECDSA-AES128-GCM-SHA256
- ECDHE-RSA-AES128-GCM-SHA256
- ECDHE-ECDSA-AES256-SHA384
- ECDHE-RSA-AES256-SHA384
- ECDHE-ECDSA-AES128-SHA256
- ECDHE-RSA-AES128-SHA256

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: Direct Connect security exclusions

Target Device	Notes	Process
Module Server		<Module Server>\services\endpoint-configuration-service\TaniumEndpointConfigService.exe
Windows endpoints		<Tanium Client>\TaniumClientExtensions.dll
		<Tanium Client>\TaniumClientExtensions.dll.sig
		<Tanium Client>\extensions\TaniumDEC.dll
		<Tanium Client>\extensions\TaniumDEC.dll.sig
		<Tanium Client>\TaniumCX.exe
macOS endpoints		<Tanium Client>/libTaniumClientExtensions.dylib
		<Tanium Client>/libTaniumClientExtensions.dylib.sig
		<Tanium Client>/extensions/libTaniumDEC.dylib
		<Tanium Client>/extensions/libTaniumDEC.dylib.sig
		<Tanium Client>/TaniumCX

Target Device	Notes	Process
Linux endpoints		<Tanium Client>/libTaniumClientExtensions.so
		<Tanium Client>/libTaniumClientExtensions.so.sig
		<Tanium Client>/extensions/libTaniumDEC.so
		<Tanium Client>/extensions/libTaniumDEC.so.sig
		<Tanium Client>/TaniumCX

Zone proxy server requirements

If you want to use Direct Connect to connect to endpoints that route to the module server through a Zone Server, you must install and configure the Direct Connect Zone Proxy on that Zone Server. For more information, see [Configure Zone Proxies](#).

IMPORTANT: For best results, do not use a load balancer in front of your Zone Server. If you must use a load balancer, it must be configured for persistent TCP connections and the port that you configure in the Direct Connect Zone Proxy for the **Endpoint Inbound Port** must be open on the load balancer. By default, this port is 17486.

User role requirements

The following tables list the role permissions required to use Direct Connect. For more information about role-based access control (RBAC), role permissions, and associated content sets, see [Tanium Core Platform User Guide: Managing RBAC](#).

Table 2: Tanium Direct Connect User Role Privileges

Permission	Direct Connect Administrator	Direct Connect User	Direct Connect Read Only User	Direct Connect Service Account ³	Direct Connect Endpoint Configuration Approver ²
Show Direct Connect¹ Allows users to access the Direct Connect workbench	✓	✓	✓	✗	✓
Direct Connect Session Read Allows users to view endpoint connections	✓	✓	✓	✗	✗
Direct Connect Session Write Allows users to create and manage endpoint connections	✓	✓	✗	✗	✗
Direct Connect Settings Read Allows users to view Direct Connect settings	✓	✗	✗	✗	✓

Permission	Direct Connect Administrator	Direct Connect User	Direct Connect Read Only User	Direct Connect Service Account ³	Direct Connect Endpoint Configuration Approver ²
Direct Connect Settings Write Allows users to modify Direct Connect settings	✔	✘	✘	✘	✘
Direct Connect Logs Read Allows users to view the Direct Connect logs	✔	✘	✘	✘	✘
Direct Connect Cron Exec Allows performing service account work	✘	✘	✘	✔	✘

Permission	Direct Connect Administrator	Direct Connect User	Direct Connect Read Only User	Direct Connect Service Account ³	Direct Connect Endpoint Configuration Approver ²
Direct Connect Endpoint Configuration Approve Allows approval of Endpoint Configuration items for Direct Connect	✘	✘	✘	✘	✔

¹ To install Direct Connect, you must have the reserved role of Administrator.

² This role provides module permissions for Tanium Endpoint Configuration. You can view which Endpoint Configuration permissions are granted to this role in the Tanium Console. For more information, see [Tanium Endpoint Configuration User Guide: User role requirements](#).

³ If you installed Tanium Client Management, this user requires the **Endpoint Configuration Service Account** role. Endpoint Configuration is installed as a part of Tanium Client Management.

Table 3: Provided Advanced user role permissions

Permission	Content Set for Permission	Direct Connect Administrator	Direct Connect Read Only User	Direct Connect Service Account	Direct Connect User	Direct Connect Endpoint Configuration Approver
Read Sensor	Reserved	✔	✘	✘	✔	✔
Read Sensor	Base	✔	✘	✘	✔	✘
Read Sensor	Direct Connect	✔	✘	✔	✔	✔

Permission	Content Set for Permission	Direct Connect Administrator	Direct Connect Read Only User	Direct Connect Service Account	Direct Connect User	Direct Connect Endpoint Configuration Approver
Read Action	Direct Connect	✓	✗	✓	✓	✓
Read Own Action	Direct Connect	✓ ¹	✗	✓ ¹	✓ ¹	✓ ¹
Write Action	Direct Connect	✓	✗	✓	✓	✗
Show Preview	Direct Connect	✓ ¹	✗	✓ ¹	✓ ¹	✗
Read Plugin	Direct Connect	✓ ¹	✓	✓ ¹	✓ ¹	✓
Execute Plugin	Direct Connect	✓	✗	✓	✗	✓
Execute Plugin	Endpoint Configuration	✓	✗	✓	✗	✓
Read Package	Direct Connect	✓ ¹	✗	✓ ¹	✓ ¹	✓
Write Package	Direct Connect	✓	✗	✓	✓	✗
Read Saved Question	Reserved	✓	✓	✓	✓	✗
Read Saved Question	Default	✗	✗	✓	✗	✗
Read Saved Question	Direct Connect	✓	✓	✓	✓	✓

¹ Denotes a provided permission.

For more information and descriptions of content sets and permissions, see the [Tanium Core Platform User Guide: Users and user groups](#).

Installing Direct Connect

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

- **Automatic configuration with default settings** (Tanium Core Platform 7.4.2 or later only): Direct Connect 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 details about the automatic configuration for Direct Connect, see [Import and configure Direct Connect with default settings on page 18](#).
- **Manual configuration with custom settings:** After installing Direct Connect, you must manually configure required settings. Select this option only if Direct Connect requires settings that differ from the recommended default settings. For more information, see [Import and configure Direct Connect with custom settings on page 19](#).

Best Practice: Use the **Automatic configuration with default settings** option.

Before you begin

- Read the [Release Notes](#).
- Review the [Direct Connect requirements on page 9](#).
- If you are upgrading from a previous version, see [Upgrade Direct Connect](#).

Import and configure Direct Connect with default settings

When you import Direct Connect with automatic configuration, the following default settings are configured:

- The Direct Connect service account is set to the account that you used to import the module.
- The Direct Connect action group is set to the computer group `All Computers`.
- The **Fully Qualified Domain Name** setting in the **Endpoint Connection** settings is set to the first detected external, IPv4 address that is closest to the Tanium Server IP address.

This domain name must resolve to the Module Server from all endpoints in all direct endpoint connections. After the initial installation and configuration completes, you can verify this value on the **Endpoint Connection** tab in the **Direct Connect** settings and update it, if needed.


To import Direct Connect 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 Direct Connect version on page 27](#).

Import and configure Direct Connect with custom settings

To import Direct Connect 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 Direct Connect version on page 27](#).

Configure the service account

The Direct Connect service account runs background processes for the Direct Connect service. This user requires the following roles and access:

- The **Direct Connect Service Account** role.
 - If you installed Tanium Client Management, this user requires the **Endpoint Configuration Service Account** role. Endpoint Configuration is installed as a part of Tanium Client Management.
1. From the Main menu, go to **Administration > Shared Services > Direct Connect** to open the Direct Connect **Home** page. From the Direct Connect **Home** page, click Settings  and open the **Service Account** tab.
 2. Update the service account settings and click **Save**.

Configure the Direct Connect action group


By default, the Direct Connect action group is set to the **No Computers** computer group. You can set the action group to **All Computers** or any computer groups that you have defined.

1. From the Main menu, go to **Administration > Actions > Scheduled Actions**.
2. In the list of action groups, click **Tanium Direct Connect**.

3. Select the computer group for the group of endpoints that you want to use for Direct Connect. Click **Save**.

Configure Endpoint Connection settings

Specify Endpoint Connection settings to define the domain name to use to connect to the Module Server, certificates to authenticate connections to the Module Server and endpoints, and the port to use for connections.

1. From the Direct Connect **Home** page, click Settings  and open the **Endpoint Connection** tab.
2. In the **Fully Qualified Domain Name** section, provide a domain name to use to connect to the Module Server. The domain name that you provide must resolve to the Module Server from all endpoints in all direct endpoint connections. Direct Connect validates the name you provide to ensure the format. Verify the accuracy of the domain name you provide.
3. The **Port** is set to 17475 by default. If needed, you can modify this port. Make sure that incoming connections to this port are allowed by applicable firewall configurations.
4. In the **Action Lock** section, specify the behavior that you want for Direct Connect when action lock is enabled on endpoints:
 - **Block All Direct Connection Actions**
 - **Allow New Connections**
 - **Allow New Connections and Configuration Changes**

Note: For more information about action locks, see [Tanium Console User Guide: Managing action locks](#).

5. Click **Save**.
6. Enter your password and click **OK**.


If the **Fully Qualified Domain Name** validates successfully, success messages are shown:
The endpoint connection settings saved successfully.
Content build is in progress. Connection settings will deploy to endpoints once complete.

If an error occurs, correct the fully qualified domain name and save again. If the information validates and saves successfully, packages for each supported operating system are created with the configuration information that is needed to use Direct Connect.

These packages are distributed using a scheduled action to the Tanium Direct Connect action group.

Configure certificates

Configure certificates to authenticate connections to the Tanium Module server and endpoints.

1. From the Direct Connect **Home** page, click Settings  and open the **Certificates** tab.
2. In the **Server Certificate** section, the **Install a new certificate** option is selected by default and cannot be modified during the initial configuration. A certificate is generated and installed to authenticate the server when an endpoint starts a connection.

After a certificate is installed on the server, the expiration date for the certificate is shown. If a certificate is installed, you can select **Renew** to renew the certificate.

3. In the **Client Certificate** section, the **Install a new certificate** option is selected by default and cannot be modified during the initial configuration. A certificate is generated, installed, and deployed to endpoints to authenticate that the endpoint is a Tanium client with permission to connect to the server.

After a certificate is installed, the expiration date for the certificate is shown. If a certificate is installed, you can select **Renew** to renew the certificate.

4. Click **Save**.
5. Enter your password and click **OK**.


Manage solution configurations with Tanium Endpoint Configuration

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

Note: Endpoint Configuration is installed as a part of Tanium Client Management. For more information, see the [Tanium Client Management User Guide: Installing Client Management](#).

Additionally you can use Endpoint Configuration to manage configuration approval. For example, configuration changes are not deployed to endpoints until a user with approval permission approves the configuration changes in Endpoint Configuration. For more information about the roles and permissions that are required to approve configuration changes for Direct Connect, see [User role requirements on page 13](#).

To use Endpoint Configuration to manage approvals, you must enable configuration approvals.

1. From the Main menu, go to **Administration > Shared Services > Endpoint Configuration** to open the Endpoint Configuration **Overview** page.
2. Click Settings  and click the **Global** tab.
3. Select **Enable configuration approvals**, and click **Save**.

For more information about Endpoint Configuration, see [Tanium Endpoint Configuration User Guide](#).

Configure Zone Proxies

You can optionally configure a zone proxy to enable connections to endpoints through a Tanium™ Zone Server. This configuration is required to use Direct Connect with endpoints that connect to the Module Server through a Zone Server.

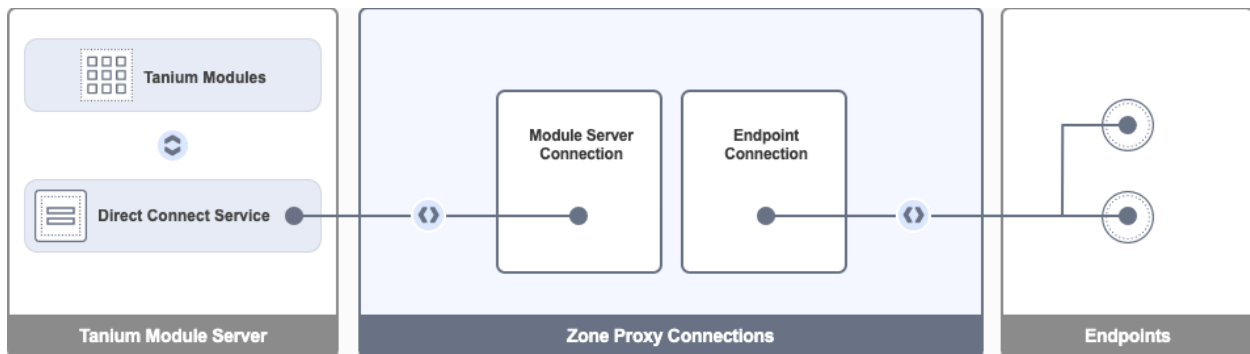


Figure 1: Zone Proxy Server Overview

IMPORTANT: For best results, do not use a load balancer in front of your Zone Server. If you must use a load balancer, it must be configured for persistent TCP connections and the port that you configure in the Direct Connect Zone Proxy for the **Endpoint Inbound Port** must be open on the load balancer. By default, this port is 17486.

BEFORE YOU BEGIN

Contact Tanium Support to obtain the Direct Connect Zone Proxy Installer file for your Zone Server operating system. For more information, see [Contact Tanium Support on page 31](#).

Confirm that all required ports are available. For more information, see [Host and network security requirements](#).

INSTALL AND CONFIGURE THE DIRECT CONNECT ZONE PROXY

1. Copy the Direct Connect Zone Proxy Installer to the Zone Server.
2. Run the Direct Connect Zone Proxy Installer on the Zone Server to install the Direct Connect Zone Proxy.

Note:

- You must use the TanOS shell to install the Direct Connect Zone Proxy on TanOS 1.5.2 - 1.5.4.
- You can install the Direct Connect Zone Proxy through the Tanium Operations menu on the Zone Server appliance on TanOS 1.5.5 and later. For more information, see [Appliance Deployment Guide: Install the Direct Connect Zone Proxy](#).

The installation process generates the Provision Secret and Certificate (referred to as the **Provision Payload**).

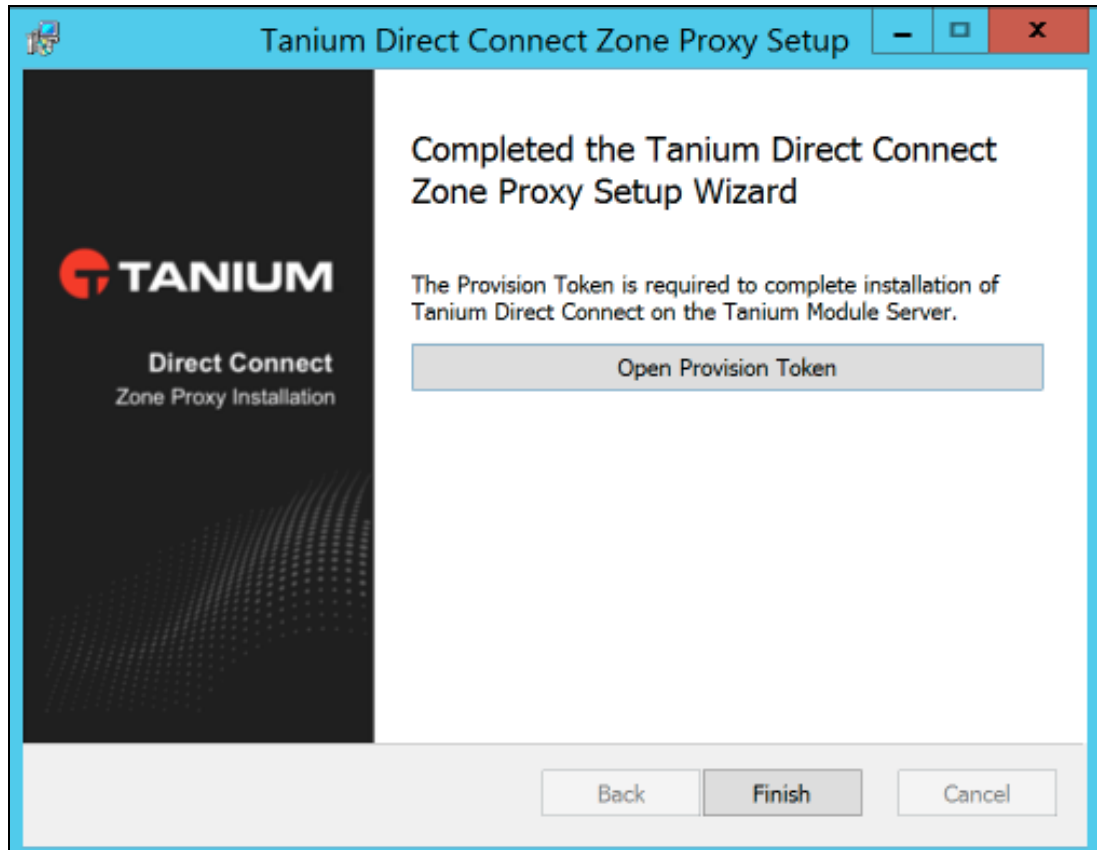
The provision payload is stored in `provision.txt`, which is located in the following directories:

- **TanOS:** `<Tanium Install Directory>/TaniumDirectConnectZoneProxy/settings/PROVISION.txt`

During the installation process on TanOS, the Provision Secret and Certificate also appear in the console where you run the installation. You can copy the Provision Secret and Certificate from the console or from the `PROVISION.txt` file.

- **Windows:** `<Tanium Install Directory>\Tanium Direct Connect Zone Proxy\settings\PROVISION.txt`

At the end of the installation on Windows, click **Open Provision Token** to open `PROVISION.txt`. You can copy the Provision Secret and Certificate from this file.



Either copy these during the install or retrieve them from `provision.txt` for use during the subsequent configuration steps. For example:

```
-----BEGIN PROVISION SECRET-----  
+EPQ1EuUloBizbexjtshLuoxhNHA0JuMeOAEwFq/OKpEk6+jUJbFPx8Do1+vL22F  
geNrd4/+wbsZwTgL3EUsqg==  
-----END PROVISION SECRET-----  
-----BEGIN CERTIFICATE-----  
MIIC7TCCAdWgAwIBAgIgaWi2sO+h6dq/XIroZ1vK96/sHqxcMRWvkLXFrZrb5pAw  
r3AxeSY2NpzDmVcQFNlYUhyR8QOr5hRE7AF9gGKDei6A  
-----END CERTIFICATE-----
```

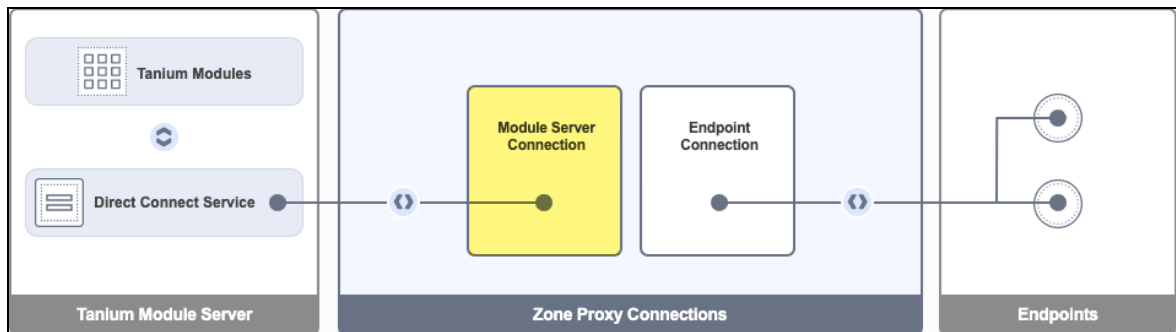
Note: The preceding figure is provided as an example of the `Provision Secret` and `Certificate` values to copy during the installation. The content is intentionally truncated and cannot be used as-is. You must use the

values from your installation for the certificate pinning to work. If you use this example `Provision Secret` and `Certificate` in your environment, your configuration will fail.

If needed, you can rerun the installer to generate a new provision payload.

After the installation completes and you save the provision payload (provision secret and certificate), return to Direct Connect.

3. From the Direct Connect menu, click **Zone Proxies**.
4. Click **Add Zone Proxy**.
5. Specify the Zone Proxy **Name**.
6. Paste the `Provision Secret` and `Certificate` that you saved during the installation into the **Provision Payload** field.
7. Configure the **Module Server Connection**:



- a. Specify the **Zone Proxy Host**.

This value is the host name or IP address that is used by the Module Server to connect to the Zone Server. It is the Zone Server's internal IP address, host name, or fully qualified domain name that can be resolved by the Module Server. For example, `DMZZoneServer.internal.local`.
- b. Specify the **Bind IP Address**.

This value is the binding IP address that is used by the Zone Server for Module Server connections. It is the Zone Server's internal IP address that can be reached by the Module Server.

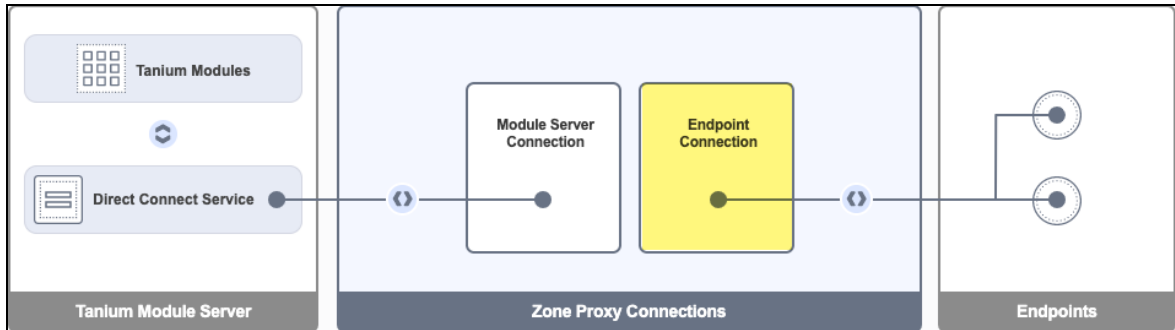
Use this value to specify the IPv4 interface on the Zone Server to bind to for module server connections on multihomed servers. To listen on all interfaces, specify `0.0.0.0`.

Note: In most environments, this value is not the same as the IP address of the Module Server.

c. Specify the **Port**.

This value is the binding port that is used by the Zone Server for module server connections. The default value is 17487.

8. Configure the **Endpoint Connection**:



a. Specify the **Zone Proxy Host**.

This value is the host name or IP address that is used by endpoints to connect to the Zone Server. It is the Zone Server's external IP address or fully qualified domain name that can be resolved by endpoints. This value is a public, internet-routable IP address or host name. For example, `MyZoneServer.company.com`.

b. Specify the **Bind IP Address**.

This value is the binding IP address that is used by the Zone Server for endpoint connections. It is the Zone Server's external IP address that can be reached by endpoints. This value is a public, internet-routable IP address. Use this value to specify the IPv4 interface on the Zone Server to bind to for endpoint connections on multihomed servers. To listen on all interfaces, specify `0.0.0.0`.

c. Specify the **Port**.

This value is the binding port that is used by the Zone Server for endpoint connections. The default value is 17486.

9. Click **Save**.

10. Enter your password and click **OK**.

The status of the Zone Proxy shows in the **Status** column. When the configuration is complete, the status is **Connected**.

Due to the provisioning process, you cannot modify existing Zone Proxy configurations. If needed, you can delete the configuration and recreate it with different values. To delete a configuration, hover over the configuration and click **Delete**.

You can also see the status and activity for existing Zone Proxies from this page.

Manage dependencies for Tanium solutions

When you start the Direct Connect workbench for the first time, the Tanium console ensures that all of the required dependencies for Direct Connect are installed at the required version. You must install all required Tanium dependencies before the Direct Connect workbench can load. A banner appears if one or more Tanium dependencies are not installed in the environment. The Tanium Console lists the required Tanium dependencies and the required versions.


1. From the Main menu, go to **Administration > Configuration > Solutions**.
2. Select the required solutions, click **Import Selected**, and then click **Begin Import**. When the import is complete, you are returned to the **Tanium Solutions** page.
3. From the Main menu, go to **Modules > Direct Connect** to open the Direct Connect **Overview** page after you import all of the required Tanium dependencies.

Upgrade Direct Connect

For the steps to upgrade Direct Connect, see [Tanium Console User Guide: Manage Tanium modules](#). After the upgrade, verify that the correct version is installed: see [Verify Direct Connect version on page 27](#).

Verify Direct Connect version

After you import or upgrade Direct Connect, verify that the correct version is installed:

1. Refresh your browser.
2. From the Main menu, go to **Administration > Shared Services > Direct Connect** to open the Direct Connect **Home** page.
3. Click Info .

What to do next

See [Getting started on page 8](#) for more information about using Direct Connect.

Reviewing active endpoint sessions

Use Direct Connect to gain visibility into all the connections between endpoints and the Module Server. The **Active Connections** section on the Direct Connect **Home** page shows all current Direct Connect sessions across Tanium modules.

The grid shows details for each active session:

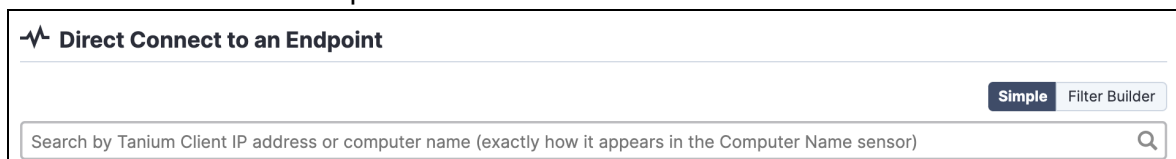
- **Computer Name:** Endpoint computer name.
- **Tanium Client ID:** Endpoint ID that is used for the connection.
- **IP Address:** Endpoint IP Address.
- **Direct Connect Proxy:** Name of the proxy server, if applicable.
- **Action Status:** Current status of the `Open Session` action. Possible values are `Creating`, `Downloading`, `Running`, `Error`, `Succeeded`, `Not Succeeded`, `Complete`, or `Closed`.
- **Direct Connect Status:** Current status of the session.
- **Duration:** Time passed since the connection was first established from the endpoint.
- **Last Message:** Time passed since the last message was received from the endpoint.

Testing direct endpoint connections

Use Direct Connect to test connections to endpoints without formally creating a connection. Test connections are a helpful tool to ensure that users of Tanium modules can make connections to endpoints and to troubleshoot connection issues if they occur.

Search for the endpoint in the **Direct Connect to an Endpoint** section of the Direct Connect **Home** page.

- To use the simple search, enter the IP address or Computer Name (exactly as it appear in the Computer Name sensor) for the endpoint to which you want to test a connection. Select the endpoint from the results.



The screenshot shows the 'Direct Connect to an Endpoint' section of the interface. It features a search bar with the placeholder text 'Search by Tanium Client IP address or computer name (exactly how it appears in the Computer Name sensor)'. To the right of the search bar are two buttons: 'Simple' and 'Filter Builder'. The 'Simple' button is currently selected.

- To use a filter, click **Filter Builder**. Build a query to search for the endpoint using advanced filters to filter question results based on match conditions.



The screenshot shows the 'Direct Connect to an Endpoint' section with the 'Filter Builder' button selected. The interface displays a logical operator section with 'AND' and 'OR' options. Below this, there are two filter conditions: 'Domain Name contains "Tanium"' and 'Computer Name contains "Test"'. At the bottom of the filter builder, there are buttons for '+ Add' and '+ (Group)'. A trash icon is also visible on the right side of the filter builder area.

Click **+** and use the controls to add filter conditions:

- **Add Row:** Add one or more conditions.
- **Add Group:** Select this option to nest a Boolean operator and then use **Add Row** to build the nested expression.


If the test connection is unsuccessful, see [Troubleshooting Direct Connect on page 30](#).

Troubleshooting Direct Connect

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


Generate a support package

Collect information about the current state of the Direct Connect service to use for troubleshooting. The information is saved as a ZIP file that you can download with your browser.

1. From the Direct Connect **Home** page, click Help , then the **Troubleshooting** tab.
2. Click **Generate Support Package**.
3. Click **Download Support Package** to download the ZIP file to the local download directory.
4. Contact Tanium Support to determine the best option to send the ZIP file. For more information, see [Contact Tanium Support on page 31](#).

Change the logging level

If you need greater verbosity in the logs, you can change the log level.

1. From the Direct Connect **Home** page, click Help , then the **Troubleshooting** tab.
2. Adjust the **Log Level** as needed.
Possible values are: **trace**, **debug**, **info** (default), **warn**, **error**, **fatal**.

Note: This update changes the log level for future logging. It does not affect the data that is available in the support package for previously logged events.

Troubleshoot endpoint connection issues

If you are unable to establish an endpoint connection, check the status of the `Deploy Direct Connect - Open Session - operating system - session ID` action from the **Action History** page.

If the action ran, but was not successful, check the `<Tanium Client>/Logs/extensions0.txt` log on the endpoint. Make sure that the endpoint

can connect to the Module Server using the **Fully Qualified Domain Name** and **Port** that you configured on the **Endpoint Connection** tab in the Direct Connect settings.

If the action did not run on the endpoint, make sure that the endpoint is a member of the Direct Connect action group and has the latest tools installed.

Troubleshoot connection issues through a zone proxy


To use Direct Connect with endpoints that connect to the Module Server through a Zone Server, you must install and configure the Direct Connect Zone Proxy. For more information, see [Configure Zone Proxies](#).

If you are unable to establish an endpoint connection after installing and configuring the Direct Connect Zone Proxy, check the Direct Connect Zone Proxy log for errors:

```
<Tanium>/TaniumDirectConnectZoneProxy/logs/proxy.log.
```

Uninstall Direct Connect

CAUTION: Direct Connect is a shared service that is used by several Tanium solutions. If Direct Connect is in use by another Tanium solution, uninstalling Direct Connect or removing the tools from endpoints could have unintended consequences. Contact support@tanium.com to determine whether uninstalling Direct Connect is advisable in your environment.

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

Contact Tanium Support

To contact Tanium Support for help, send an email to support@tanium.com.