



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.

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 13](#).

Getting started with Health Check

Step 1: Install and configure Health Check

Install and configure Tanium Health Check.

For more information, see [Installing Health Check on page 9](#).

Step 2: Generate and download reports

Generate and download reports.

For more information, 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
Tanium™ Core Platform	7.2 or later.
License	For information about licensing, Contact Tanium Support on page 16 .

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 Management User Guide: Client version and 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
Module Server	Tanium Server	445	TCP	Collect host information for Tanium Server
Module Server	Zone Server	445	TCP	Collect host information for Zone Server



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.

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](#).

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.



If you are running Tanium Servers on Windows, ensure that you change the account that is used to run the Tanium Health Check service from **LOCAL SYSTEM** to an account that has access to the Tanium Servers and Zone Servers. Otherwise, the generated reports do not contain server information about the Tanium Servers and Zone Servers.

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 9](#).
- **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 9](#).

Before you begin

- Read the [release notes](#).
- Review the [Health Check requirements on page 7](#).
- If you are upgrading from a previous version, see [Upgrade Health Check on page 12](#).

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 12](#).


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 12](#).

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 8](#).


1. From the Main menu, go to **Administration > Shared Services > Health Check** to open the Health Check **Overview** page.
2. Click Settings  and then click **Service Account** if needed.
3. Update the service account settings and click **Save**.



If you are running Tanium Servers on Windows, ensure that you change the account that is used to run the Tanium Health Check service from **LOCAL SYSTEM** to an account that has access to the Tanium Servers and Zone Servers. Otherwise, the generated reports do not contain server information about the Tanium Servers and Zone Servers.

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. On the Health Check **Overview** page, click Settings  and then click **Collection Schedule** if needed.
2. Select **Enabled**, choose at least one day, and select a time.




If you select **Disabled**, 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

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. On the Health Check **Overview** page, click Settings  and then click **Sharing** if needed.
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**.



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 Tanium Support on page 16](#).

Configure other settings

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

1. On the Health Check **Overview** page, click Settings  and then click **Other Settings** if needed.

2. Configure the following settings:

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**.

Manage dependencies for Tanium solutions

When you start the Health Check workbench for the first time, the Tanium console ensures that all of the required dependencies for Health Check are installed at the required version. You must install all required Tanium dependencies before the Health Check 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 > Health Check** to open the Health Check **Overview** page after you import all of the required Tanium dependencies.

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 12](#).

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 **Overview** page.
3. To display version information, click Info .

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 **Overview** 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 Health Check Settings.

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 **Overview** 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 **Overview** 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 **Overview** 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 10](#).

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",
  "hash": "1744818157",
  "qid": "63",
  "sensor": "Tanium Client Subnet",
  "signed_status": "Tanium Signed",
  "soln_category": "Core",
  "soln_id": "01-001-0001",
  "soln_name": "Initial Content - Base",
  "soln_version": "7.1.14.0000",
  "type": "ad-hoc",
  "user": "1"
},
```

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. On the Health Check **Overview** page, click Help , and then click **Troubleshooting**.
2. Click **Download Package**.
A `health-troubleshooting.zip` file downloads to the local download directory.
3. Contact Tanium Support to determine the best option to send the ZIP file. For more information, see [Contact Tanium Support on page 16](#).


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 Tanium Support on page 16](#) 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.

Contact Tanium Support

To contact Tanium Support for help, sign in to <https://support.tanium.com>.