Tanium™ Health Check User Guide

Version 1.7.0

May 05, 2020

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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.

Getting started

1. Install and configure Tanium Health Check. For more information, see [Installing Health Check on page 9](#).

2. 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 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.

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. 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	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 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 10.

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.

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, click **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 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

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, click **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 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. Fom 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.