Tanium™ End-User Notifications User Guide

Version 1.6.0

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End-User Notifications overview

End-User Notifications is used by Tanium™ Deploy and Tanium™ Patch to notify users about deployments. It is also used by Deploy to configure End-User Self Service capabilities.

End-User Notifications

When you use End-User Notifications with other solutions such as Deploy and Patch, you can create a notification message with your deployment to notify the user that the system is about to begin a deployment, has completed a deployment, and if postponements are enabled, to give the user the option to postpone the deployment or restart now.

For more information, see Tanium Deploy User Guide: Endpoint restarts and Tanium Patch User Guide: Endpoint restarts.

End-User Self Service

When you use End-User Notifications with Deploy 1.2 or later, you can configure the Self Service application for endpoints. With the Self Service application, you can publish software to endpoints so that users can install software on their own without the need for IT to install them. For more information, see Customizing the end-user interface on page 14 and Tanium Deploy User Guide: Using the Self Service application.

Getting started

1. Install Tanium End-User Notifications. See [Installing End-User Notifications on page 11](#).

2. Configure endpoint restarts for Deploy or Patch deployments. See [Tanium Deploy User Guide: Deploying packages and bundles](#) or [Tanium Patch User Guide: Deploying patches](#).

3. Customize the end-user interface to use with Deploy 1.2 or later. See [Customizing the end-user interface on page 14](#).

End-User Notifications requirements

Review the requirements before you install and use End-User Notifications.

Tanium dependencies

In addition to a license for the End-User Notifications product module, make sure that your environment also meets the following requirements.

Component	Requirement
Platform	7.2 or later.
Tanium™ Client	6.0.314.1540 or later (Windows 7 Service Pack 1 or later, and Windows Server 2008 or later). 7.2.314.2962 or later (Windows 7 Service Pack 1 or later, and Windows Server 2008 or later).
Tanium Deploy	(Required for end-user notifications) 1.0 or later. (Required for end-user self service) 1.3 or later.
Tanium Patch	(Required for end-user notifications) 2.1 or later.

Tanium™ Module Server

End-User Notifications is installed and runs as a service on the Module Server host computer. The impact on the Module Server is minimal and depends on usage.

Endpoints

End-User Notifications supports the following client operating systems.

- Windows 10
- Windows Server 2016
- Windows 8.1
- Windows Server 2012 R2
- Windows 8
- Windows Server 2012

- Windows 7
- Windows Server 2008 R2

Host and network security requirements

Specific ports and processes are needed to run End-User Notifications.

Ports

The following ports are required for End-User Notifications communication.

Component	Port	Direction	Purpose
Module Server	17476	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:   End-User Notifications security exclusions

Target Device	Process
Module Server	`<Module Server>\services\end-user-notifications-service\node.exe`
	`<Module Server>\services\twsm-v1\twsm.exe`
Endpoints	`<Tanium>\Tanium End User Notification Tools\UserSessionProxy.exe`
	`<Tanium>\Tanium End User Notification Tools\bin\end-user-notifications.exe`
	`<Tanium>\Tanium End User Notification Tools\` (exclude from on-access or real-time scans)

User role requirements

Table 2: End-User Notifications user role permissions

Permission	End-User Notifications Administrator	End-User Notifications Read Only User
Show Endusernotifications[1] View the End-User Notifications shared service	✅[2]	✅[2]
End User Notifications Use Api Access to the End-User Notifications API	✅[2]	✅[2]
End User Notifications Module Read Read access to the End-User Notifications shared service	✅	✅
End User Notifications Module Write Write access to the End-User Notifications shared services	✅	❌
[1] To install End-User Notifications, you must have the reserved role of Administrator. [2] Denotes a provided permission.		

Table 3: Provided End-User Notifications Micro Admin and Advanced user role permissions

Permission	Role Type	Content Set for Permission	End-User Notifications Administrator	End-User Notifications Read Only User
Read User Group	Micro Admin		✅	✅
Read Computer Group	Micro Admin		✅	✅
Ask Dynamic Questions	Advanced		✅	✅
Read Sensor	Advanced	Reserved	✅	✅
Read Sensor	Advanced	Default	✅	✅
Read Sensor	Advanced	Base	✅	✅
Read Sensor	Advanced	End-User Notifications	✅	✅
Approve Action	Advanced	End-User Notifications	✅	❌
Execute Plugin	Advanced	End-User Notifications	✅	✅
Write Action	Advanced	End-User Notifications	✅	❌
Write Package	Advanced	End-User Notifications	✅	❌
Write Saved Question	Advanced	End-User Notifications	✅	❌

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

Installing End-User Notifications

You can install End-User Notifications from the **Tanium Solutions** page.

Before you begin

- Read the [release notes](#).
- Review the [End-User Notifications requirements on page 7](#).

Import End-User Notifications

Import End-User Notifications from the **Tanium Solutions** page.

1. From the Main menu, click **Tanium Solutions**.
2. In the **Tanium Content** section, select the **Tanium End-User Notifications** row and click **Import Solution**.
3. In the **Content Import Preview** 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 > End-User Notifications**. The End-User Notifications home page is displayed.

Set the service account

For recurring maintenance activities, specify a Tanium user with the Content Administrator and End-User Notifications Administrator roles or the Tanium Administrator role. Specifying these credentials is a one-time configuration. No other credentials need to be added.

1. From the End-User Notifications home page, in the **Configure End-User Notifications** section, click the **Configure Service Account** step and click **Configure Service Account**.

   > **Note:** If the **Configure** section is not visible in the End-User Notifications home page, click **Manage Home Page**, select **Configure**, and click **Save**.

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

Add computer groups to End-User Notifications action group

Importing the End-User Notifications module automatically creates an action group to target specific endpoints. Select the computer groups to include in the End-User Notifications action group. By default, End-User Notifications targets No Computers.

1. From the End-User Notifications home page, in the **Configure** section, click the **Select Computer Groups** step and click **Configure Action Group**.

   > **Note:** If the **Configure** section is not visible in the End-User Notifications home page, click **Manage Home Page**, select **Configure**, and click **Save**.

2. Select the computer groups that you want to include in the action group. If you select multiple computer groups, choose an operand (AND or OR) to combine the groups.

3. (Optional) In the **All machines currently included in this action group** section, review the included endpoints.

   > **Note:** These results might take a few moments to populate.

4. Click **Save**.

Customize notifications

Add a company logo and relevant information to personalize the End-User Self-Service experience.

You must create at least one End-User Notifications profile. For more information about creating a profile, see [Create a profile on page 14](#).

Initialize endpoints

End-User Notifications installs a set of tools on each endpoint that you have targeted. Initializing the endpoints starts the End-User Notifications service and starts the End-User Notifications process on every endpoint where it is not running.

1. From the End-User Notifications home page, in the **Configure** section, click the **Initialize Endpoints** step and click **Initialize Endpoints**.

   > **Note:** If the **Configure** section is not visible in the End-User Notifications home page, click **Manage Home Page**, select **Configure**, and click **Save**.

2. Enter your password and click **Confirm**.

> **Note:** After deploying the tools for the first time, endpoints can take up to four hours to display status.

Upgrade End-User Notifications

You can upgrade End-User Notifications in the Tanium Console.

1. From the Main menu, select **Tanium Solutions**.
2. In the **Tanium Content** section, select the **End-User Notifications** 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 End-User Notifications row.

What to do next

See for more information about using End-User Notifications.

Customizing the end-user interface

To customize the End-User Self Service interface to use with Deploy 1.2 or later, you can create one or more End-User Notifications profiles, which define a set of configurations, rules, or parameters that applies to one or more computer groups.

Create a profile

1. From the End-User Notifications menu, click **Customizations** and then click **New Profile**.
2. Provide a name and optional description.
3. Select target computers.

   > **Note:** Only one profile can apply to an endpoint.

4. Provide a title and upload a logo file.
5. (Optional) Select **Enable End-User Self Service**.
   a. Provide a welcome message to display in the self-service dashboard on endpoints.
   b. Select installation options.
   c. Click **View Application Preview** to preview the application.
6. (Optional) Select **Enable Additional Languages**.
   a. Select a language and provide a translated title and welcome message.
   b. (Optional) Click **Add Language** to add more languages.

   > **Note:** Selecting additional languages requires End-User Notifications 1.6 or later and Deploy 1.3 or later. By default, the Self Service application displays content in the system language on the endpoints. If you enable additional languages, the user can select other languages to display.

7. Click **Save**.

After you customize the End-User Self Service interface, you can create a self service profile in Deploy. For more information, see Tanium Deploy User Guide: Using the Self Service application.

Prioritize profiles

1. From the End-User Notifications menu, click **Customizations** and then click **Prioritize**.
2. Drag and drop a profile to reprioritize it. End-User Notifications automatically adjusts the priority numbers for the other profiles and reorders the list by priority.

> **Tip:** If you want to revert any changes before you save, click **Reset** and then click **Cancel**.

3. Click **Save** and confirm your action.

View, edit, or delete profiles

To view profiles, click **Customizations** from the End-User Notifications menu.

To edit a profile, select a profile and click **Edit**. You can also click either the profile name or Edit ☑ to make changes to a profile.

To delete a profile, select a profile and click **Delete**.

Troubleshooting End-User Notifications

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

Collect logs

The information is saved as a ZIP file that you can download with your browser.

1. From the End-User Notifications home page, click Help ❓, then the **Troubleshooting** tab.
2. Click **Collect**.
   A `endusernotifications-support.[timestamp].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 End-User Notifications maintains logging information in the `endusernotifications.log` file in the `\Program Files\Tanium\Tanium Module Server\services\EndUserNotifications` directory.

End user notifications are not displayed

If end user notifications are not being displayed on the endpoints:

1. Verify that the Tanium End-User Notifications solution is installed. For more information, see Installing End-User Notifications on page 11.
2. Ask the question: `Get Has End User Notification Tools from all machines with Is Windows = "true"` to check if your endpoints have the end user notification tools.
3. Verify that any security software exclusions include the `\Tanium\Tanium End User Notification Tools` directory. For more information, see Security exclusions on page 8.

Uninstall End-User Notifications

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