# Tanium™ Feed User Guide

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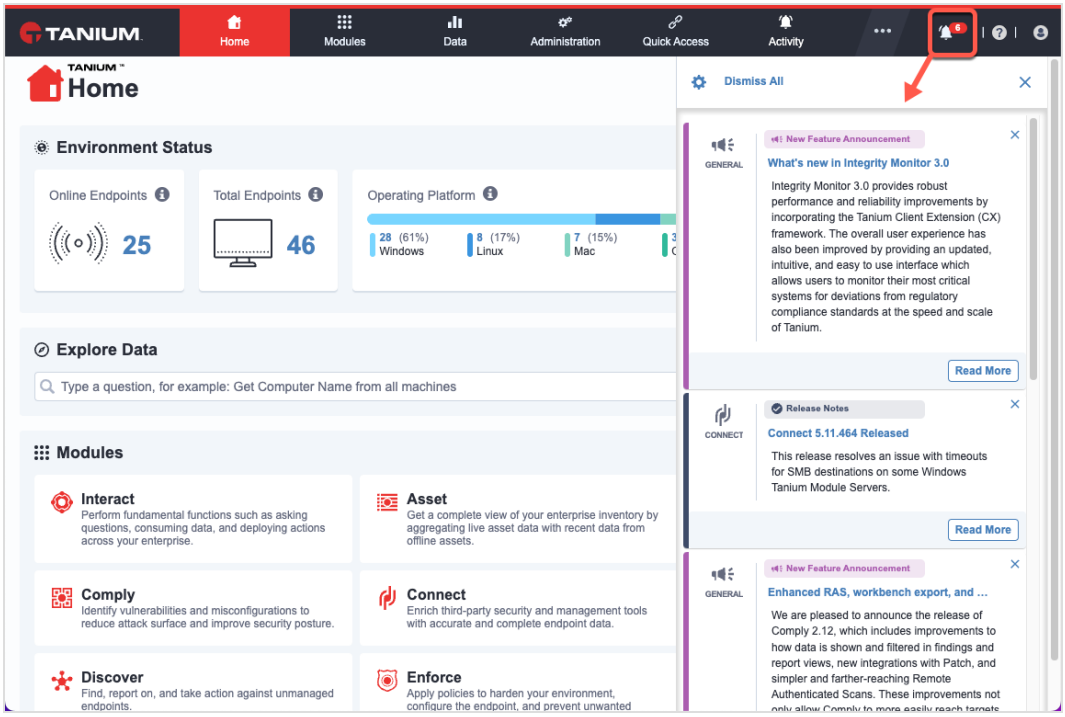
# Feed overview

Tanium delivers notifications directly to users through Tanium Feed. Feed adds a slide-out notification panel to the Tanium Console where you can view notifications from any page.




## Notifications

Each user on the Tanium Console receives notifications, and users manage their own notifications.

### Notification types

The following types of notifications appear in Feed:

- **General**: News from Tanium, which include new features, new solutions, best practices, and more.
- **Emerging Issues**: Tanium Community articles that describe emerging security issues.
- **Release Notes**: Knowledge base articles that describe new Tanium solution releases, including improvements, resolved issues, and known issues.
- **<Product Notification>**: Messages generated from a Tanium solution, such as Tanium™ Interact or Tanium™ Risk. The icon that appears matches the solution.

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## Notification category and priority

Each notification color-codes the notification category with the priority of the notification.

Priority levels include:

- **Critical**
- **High**
- **Medium**
- **Low**

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# Getting started with Feed

## Step 1: Review the requirements

Review the system, network, security, and user role requirements. See Feed requirements on page 8.

## Step 2: Install Feed

See Installing Feed on page 11.

## Step 3: Grant Feed permissions

Grant permissions to users to use Feed.

To access notifications in the Tanium Console, users must either have the **Interact** Show permission or the **Feed** Show permission. See User role requirements on page 10 and Set up Feed users on page 13.

## Step 4: View and manage notifications

View notifications and learn how to manage notifications. See Viewing and managing notifications on page 14.

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# Feed requirements

Review the requirements before you install and use Feed.

## Core platform dependencies

Make sure that your environment meets the following requirements:

- **Tanium™ Core Platform servers**: 7.5.5.1140 or later
- **Tanium™ Client**: No client requirements

## Solution dependencies

Other Tanium solutions are required for Feed to function (required dependencies) or for specific Feed features to work (feature-specific dependencies). The installation method that you select determines if the Tanium Server automatically imports dependencies or if you must manually import them.

Some Feed dependencies have their own dependencies, which you can see by clicking the links in the lists of Required dependencies on page 8 and Feed requirements on page 8. Note that the links open the user guides for the latest version of each solution, not necessarily the minimum version that Feed requires.

### Tanium recommended installation

If you select **Tanium Recommended Installation** when you import Feed, the Tanium Server automatically imports all your licensed solutions at the same time. See Tanium Console User Guide: Import all modules and services.

### Import specific solutions

If you select only Feed to import and are using Tanium Core Platform 7.5.2.3531 with Tanium Console 3.0.72 or later, the Tanium Server automatically imports the latest available versions of any required dependencies that are missing. If some required dependencies are already imported but their versions are earlier than the minimum required for Feed, the server automatically updates those dependencies to the latest available versions.

### Required dependencies

Feed has the following required dependencies at the specified minimum versions:

- Tanium™ RDB Service 1.0.172 or later
- Tanium™ System User Service 1.0.40 or later

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## Tanium™ Module Server

Feed 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.

For information about Module Server sizing in a Windows deployment, see Tanium Core Platform Deployment Guide for Windows: Host system sizing guidelines.

## Endpoints

Feed 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 Feed.

### Ports

The following ports are required for Feed communication.

| Source | Destination | Port | Protocol | Purpose |
|---|---|---|---|---|
| Module Server | Tanium Server | 17422 | TCP | Proxy for requests from the Tanium 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, Tanium recommends that a security administrator create exclusions to allow the Tanium processes to run without interference. The configuration of these exclusions varies depending on AV software. For a list of all security exclusions to define across Tanium, see Tanium Core Platform Deployment Reference Guide: Host system security exclusions.

**Feed security exclusions**

| Target Device | Notes | Exclusion Type | Exclusion |
|---|---|---|---|
| Module Server | | Process | `<Module Server>\services\feed-service\TaniumFeedService.exe` |

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# User role requirements

The following tables list the role permissions required to use Feed. To review a summary of the predefined roles, see Set up Feed users on page 13.

IMPORTANT To access notifications in the Tanium Console, you must have either the **Feed** Show permission or the **Interact** Show permission. For information about the **Interact** Show permission, see Tanium Interact User Guide: Tanium Data Service permissions.

NOTE Do not assign the **Feed Service Account** and **Feed Service Account - All Content Sets** roles to users. These roles are for internal purposes only.

For more information about role permissions and associated content sets, see Tanium Console User Guide: Managing RBAC.

**Feed user role permissions**

| Permission | Feed User | Feed Operator |
|---|---|---|
| **Feed**<br>SHOW: View Feed in the Tanium Console<br>OPERATOR: View and manage notifications in all content sets | ✓<br>SHOW | ✓<br>OPERATOR<br>SHOW |
| **Feed Message**<br>Read and acknowledge Feed notifications | ✓<br>ACKNOWLEDGE[1]<br>READ[1] | ✓<br>ACKNOWLEDGE<br>READ |

[1] Grants access to content in the Feed content set.

**Provided Feed platform content permissions**

| Permission | Feed User | Feed Operator |
|---|---|---|
| Plugin | ✓<br>READ<br>EXECUTE | ✗ |

To view which content set permissions are granted to a role, see Tanium Console User Guide: View effective role permissions.

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# Installing Feed

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

- **Automatic configuration** (Tanium Core Platform 7.4.2 or later only): Feed is installed with any required dependencies and other selected products. This option is the best practice for most deployments. For more information about the automatic configuration for Feed, see Tanium Console User Guide: Import all modules and services.
- **Manual configuration**: Manually install Feed and the required dependencies. For more information, see Import Feed on page 11.

## Before you begin

- Read the release notes.
- Review the requirements.
- To import the Feed solution, you must be assigned the **Administrator** reserved role.

## Import Feed

Perform the following steps to install the Feed solution on the Tanium Server.

> NOTE If you have multiple Tanium Servers in an active-active configuration, you only need to perform these steps on one Tanium Server if you have Tanium Core Platform 7.4.3.1204 or later.

1. Sign in to the Tanium Console with an account that has the **Administrator** reserved role.
2. From the Main menu, go to **Administration > Configuration > Solutions**.
3. In the **Content** section, select the checkbox for **Feed** and click **Import**.

   > TIP If you need to install any prerequisite Tanium solutions, select the corresponding checkboxes for those solutions as well.

4. Review the content to import and click **Begin Install**.

## Manage solution dependencies

Other Tanium solutions are required for Feed to function (required dependencies) or for specific Feed features to work (feature-specific dependencies). See Solution dependencies.

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## Verify Feed version

After you import or upgrade Feed, verify that the correct version is installed.

1. Refresh your browser.
2. From the Main menu, go to **Administration > Solutions**.
3. In the **Content** section, locate the **Feed** row.
4. Verify the **Imported Version** reflects the version you installed.
5. From the Main menu, go to **Activity**. Verify the **Activity** page loads and that notifications appear.

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# Configuring Feed

## Set up Feed users

You can use the following set of predefined user roles to set up Feed users.

To review specific permissions for each role, see User role requirements on page 10.

IMPORTANT On installation, Feed creates a **Feed** user to automatically manage the Feed service account. Do not edit or delete the **Feed** user.

For more information about assigning user roles, see Tanium Core Platform User Guide: Manage role assignments for a user.

**Feed User**

Assign the **Feed User** role to users who need to read and manage Feed notifications in their assigned content sets. Users with the **Interact** Show permission do not need this role to view and manage notifications in Feed; assign the **Feed User** role to only those users who do not have the **Interact** Show permission.

**Feed Operator**

Assign the **Feed Operator** role to users who manage notifications in any content set. This includes notifications for all licensed solutions.

NOTE Do not assign the **Feed Service Account** and **Feed Service Account - All Content Sets** roles to users. These roles are for internal purposes only.

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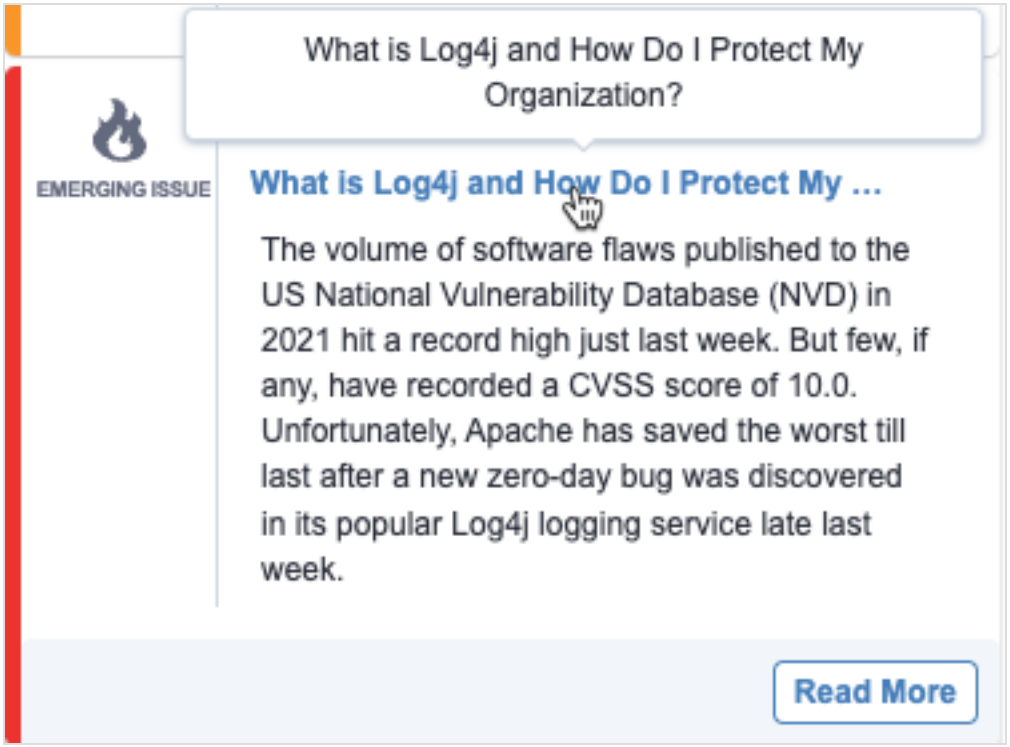
# Viewing and managing notifications

You can quickly view notifications from any page in the Tanium Console, and you can manage notifications through the **Activity** page.

## View notifications

To view unread notifications from any page:

1. View the notification panel. From the Main menu, go to Notifications . The number next to the icon indicates the number of new notifications.
   A slide-out panel appears with any unread and pinned notifications. Notifications are arranged chronologically, with the newest notifications at the top.
2. View notification details. The following options are available:
   - To show the summary, click the title of the notification to expand the summary.




   - To view the full text of a truncated title or metric, hover over the title or metric.
   - To view the article, click the title of the notification to show the summary, and then click **Read More**.
   - To remove a notification from the slide-out panel, click **X** in the title bar.
     The notification is removed from the slide-out panel. You can still access the notification from the **Activity** page.

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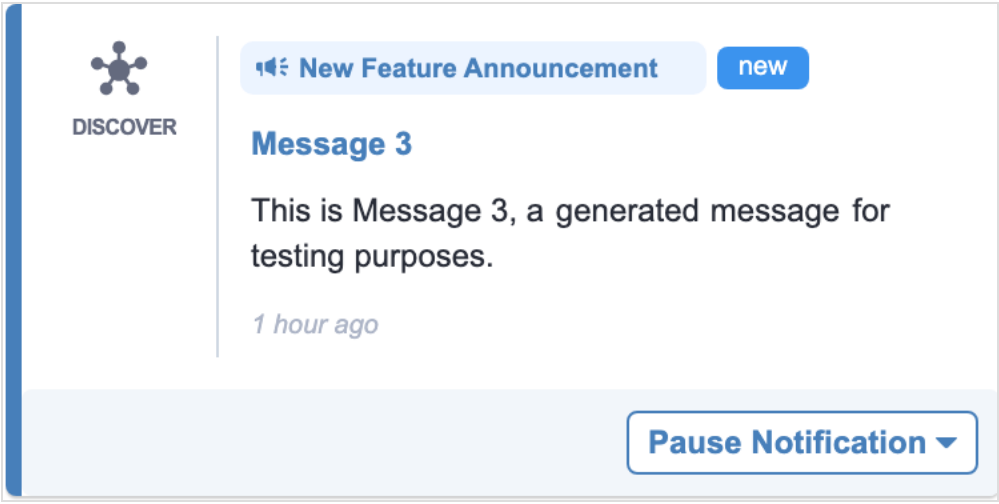
- To pause notifications from a source, from the slide-out panel, click **Pause Notification**, then select a time period.




  During the selected time period, no additional notifications for this source appear in the **Activity** page or slide-out panel.

- To mark all notifications as read, click **Dismiss All**.

3. To close the slide-out panel, click **X** in the upper right of the panel.

## Manage notifications

Use the **Activity** page to manage and view notifications.

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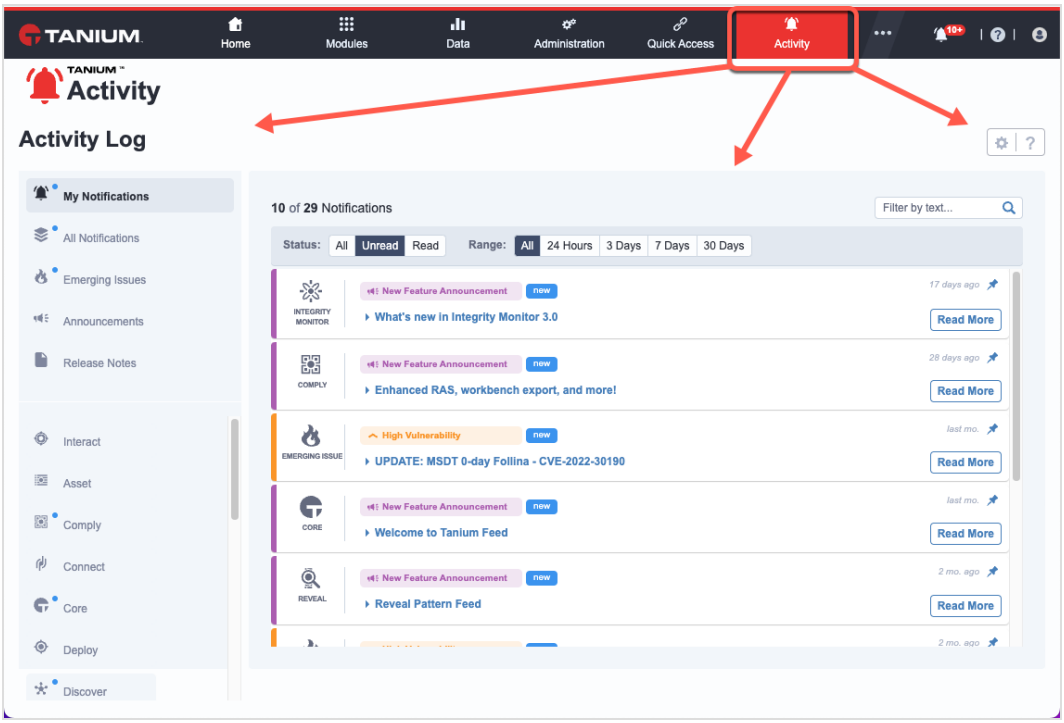
1. From the Main menu, go to **Activity**. The **Activity** page opens. Notifications are arranged chronologically, with the latest notifications at the top.




> TIP
> Unread notifications contain the **new** label.

2. (Optional) Set any filter options. The following filters are available:

| Filter | Description |
|---|---|
| Status | Select **All** to show all notifications regardless of read status. Select **Unread** to show only unread notifications. Select **Read** to show read notifications.<br>TIP: A notification status changes to read when you pin the notification to the slide-out panel, click the **Read More** link, or expand the notification summary. |
| Range | Select the time range for which to show notifications. |
| Filter by text | Enter a value to search all titles and summaries for the text. |

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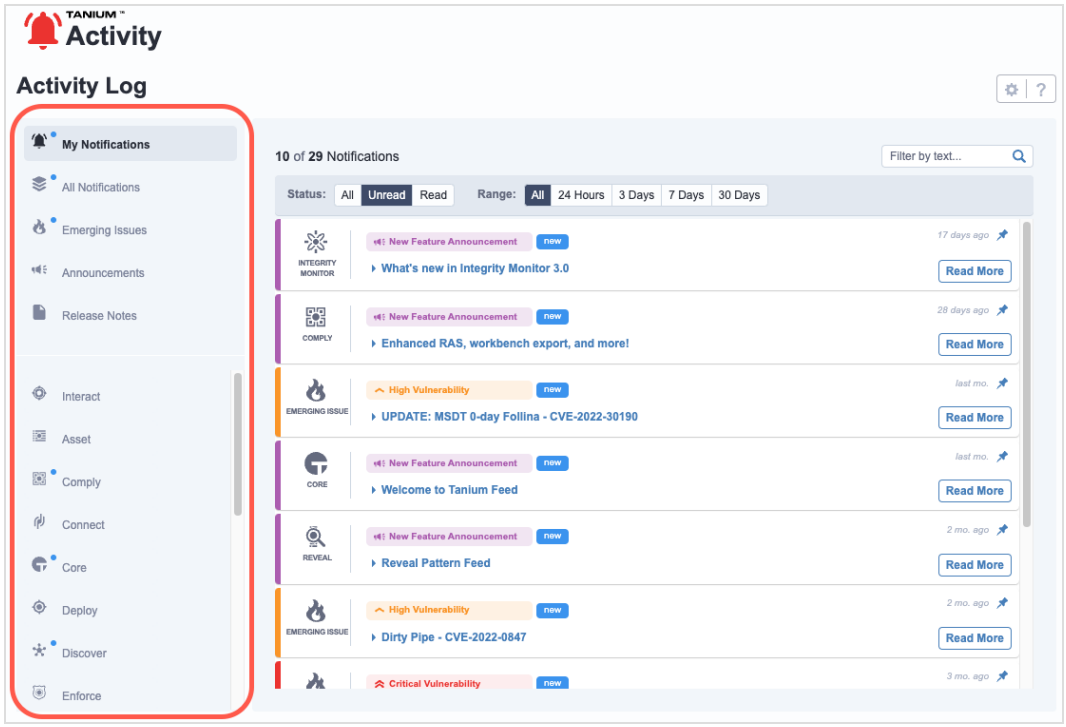
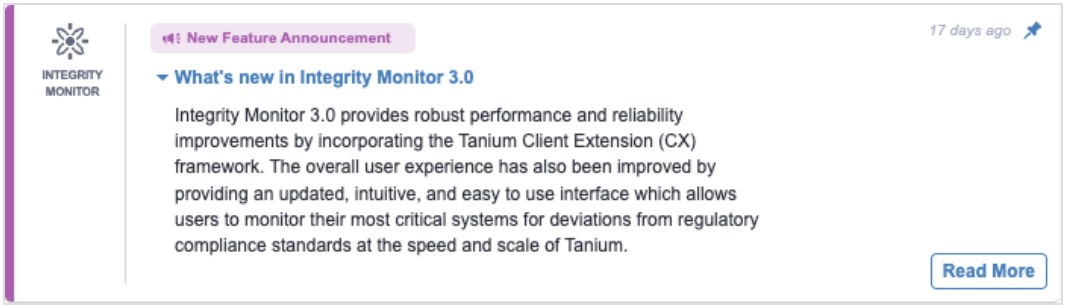
| Filter | Description |
| --- | --- |
| Type | On the **Activity** menu, click a filter to only show notifications that match the type. Any other filters that you specify are preserved. Options include **My Notifications**, **All Notifications**, **Emerging Issues**, **Announcements**, **Release Notes**, and options for Tanium solutions. The **My Notifications** option includes notifications that apply to the filters you set in the notification preferences.<br>  |

3. The following options are available for each notification:

   - To expand and collapse the summary, click the title of the notification.

   - To view the full text of a truncated title or metric, hover over the title or metric.
   - To add a notification to the slide-out panel, click Pin.
   - To remove the notification from the slide-out Activity panel, click Unpin.

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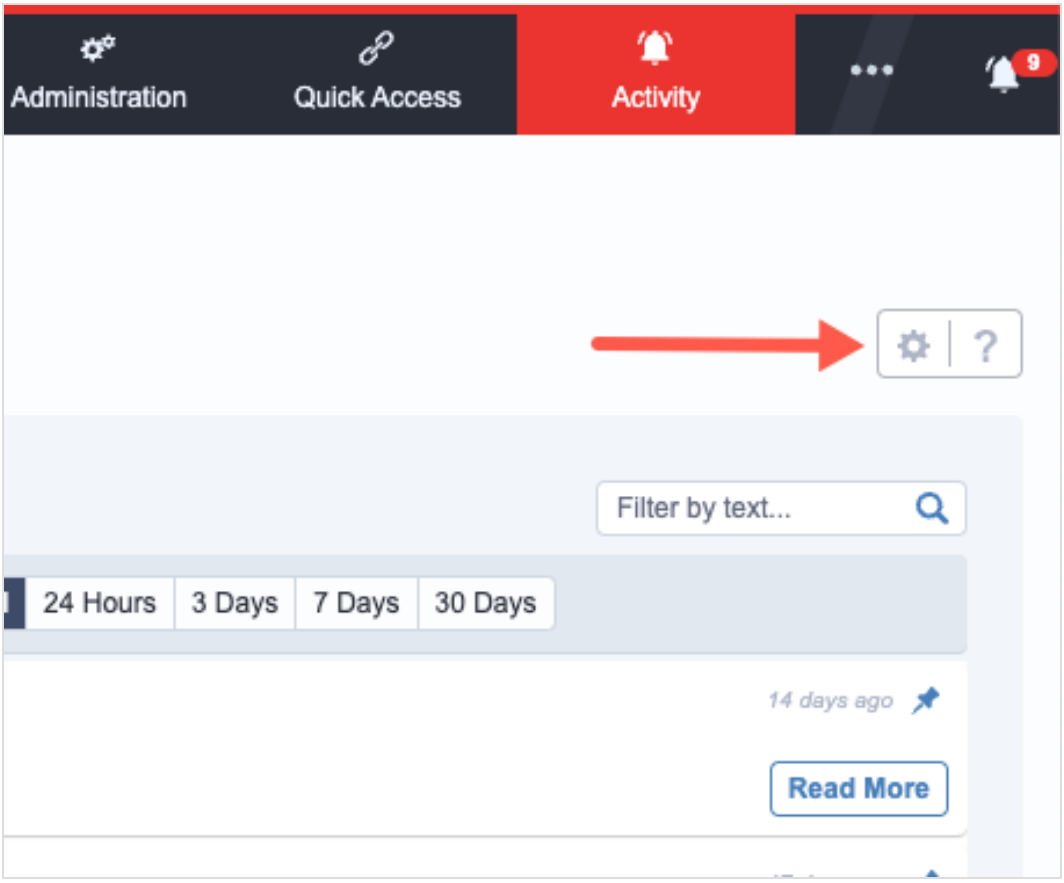
- To resume notifications from a source that were previously paused, from the **Activity** page, click **Resume Notification**.
- To view the article, click **Read More**.

## Set notification preferences

1. From the **Activity** page, click Preferences .

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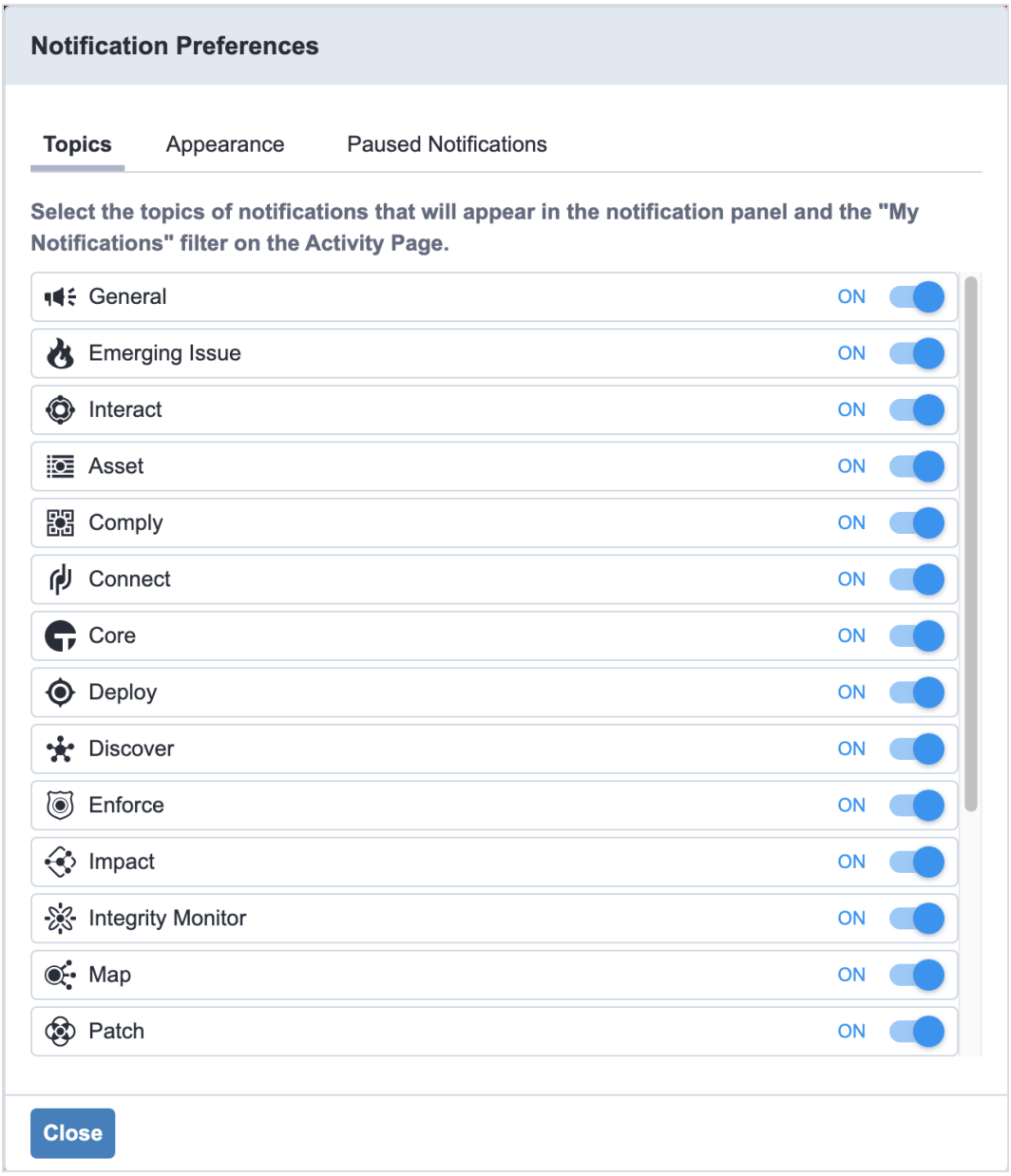
2. Click **Topics**, then use the sliders to select the types of notifications that you want to see in the slide-out notification panel and the **My Notifications** category on the **Activity** page.

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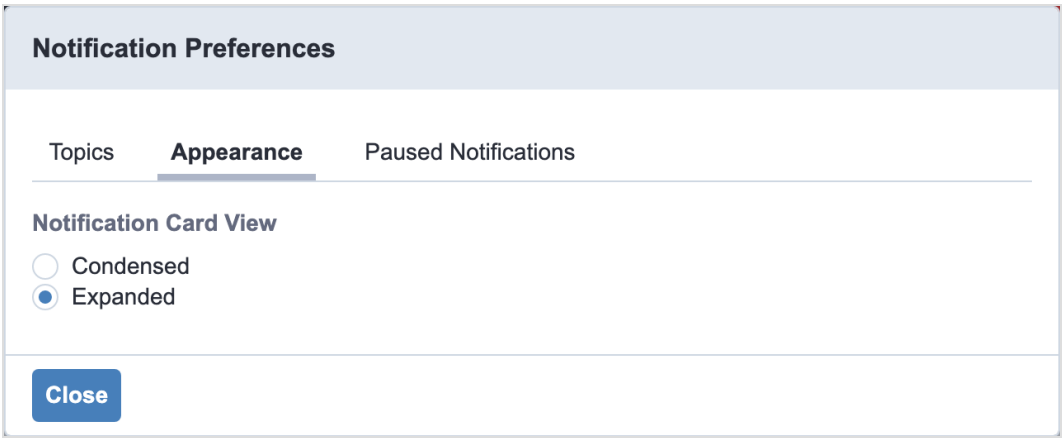
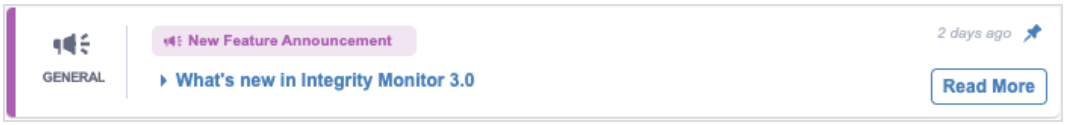
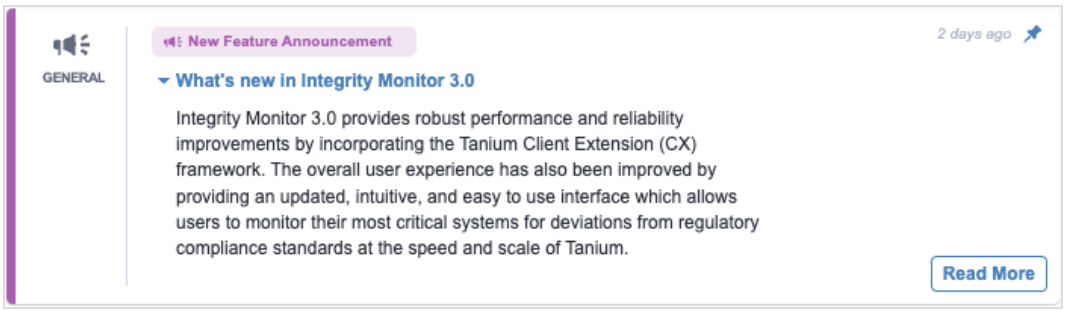
3. Click **Appearance**, then select how you want the notifications to appear on the slide-out Activity panel and the **Activity** page.




- Select **Condensed** if you want the notification content in the card to be collapsed by default.




- Select **Expanded** if you want the notification content in the card to be expanded by default.

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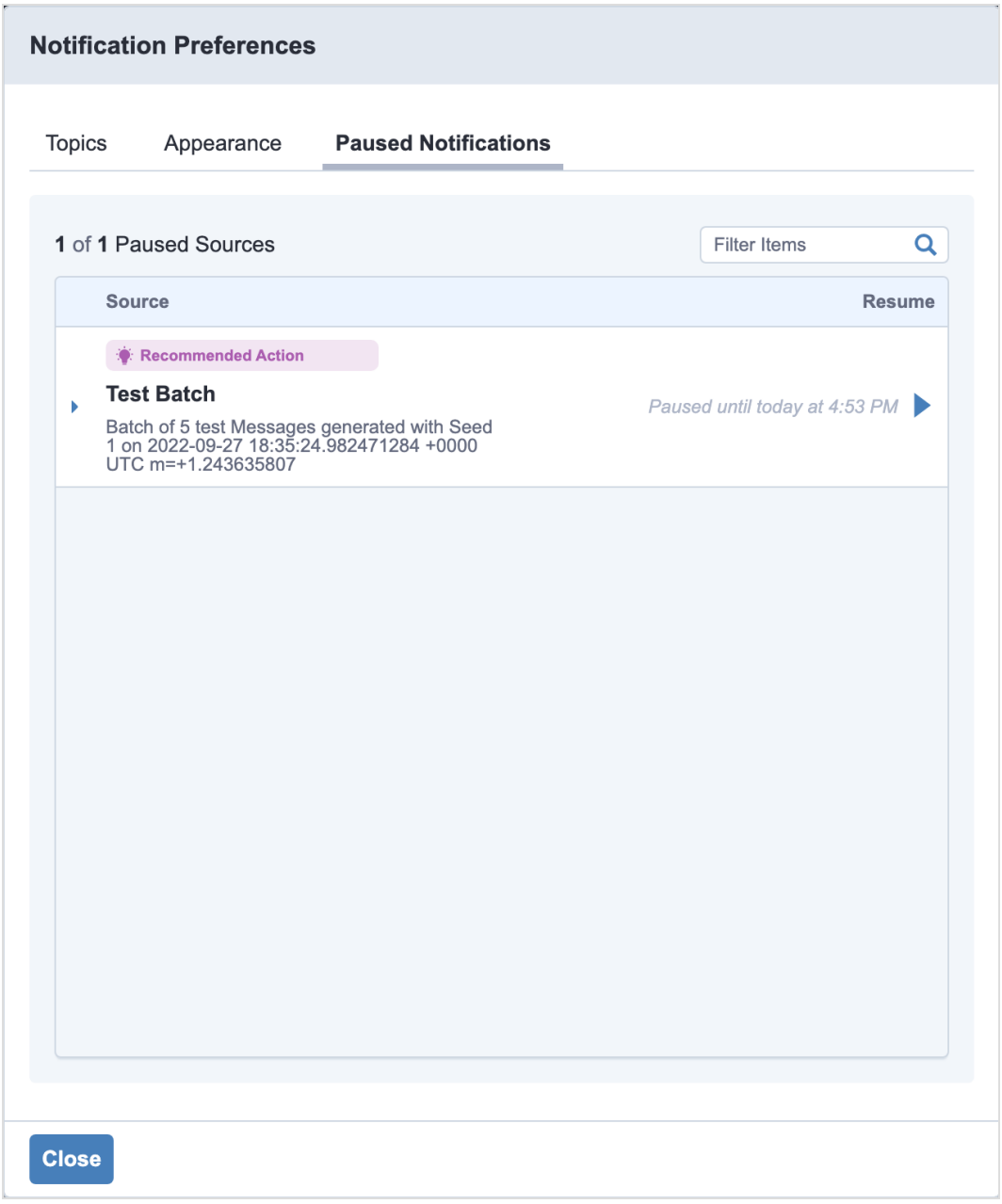
4. Click **Paused Notifications** to view the notification sources that you paused.




The following options are available:

- Click the Expand icon ( ) next to a source to view up to the five most recent paused notifications for that source.
- Click the Resume icon ( ) next to a source to resume notifications.

5. Click **Close**.

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# Troubleshooting Feed

If Feed is not performing as expected, you might need to troubleshoot issues.

## Review logs

Tanium Feed maintains logging information in the `feed-service.log` file in the `\Program Files\Tanium\Tanium Module Server\services\feed-files\logs\` directory.

## Uninstall Feed

If you need to uninstall Feed, perform the following steps.

Consult with Tanium Support before you uninstall or reinstall Feed.

1. Sign in to the Tanium Console as a user with the Administrator role.
2. From the Main menu, go to **Administration > Configuration > Solutions**.
3. In the **Content** section, select the **Feed** row and click **Uninstall**.
4. Review the summary and click **Yes** to proceed with the uninstallation.
5. When prompted to confirm, enter your password.

The uninstall does not remove the Feed log from the Tanium Module Server. To remove the log after the uninstall completes, manually delete the `\Program Files\Tanium\Tanium Module Server\services\feed-files\` directory.

## Contact Tanium Support

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

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