



# Chuco Gives a FAQ 2024: Targeting Offline Endpoints Guide

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# The Issue With Offline Endpoints

When deploying a platform package in Tanium is it common to use a [counting question](#) for targeting. This gives us a single item to check in the Tanium UI. Like this example where we are targeting all domain controllers.

### Question Results

Ask a Question

Get Is DC from all machines

4 of 4 (Count Total: 18) 1 Selected (Count Total: 3) Drill Down Deploy Action Copy Export Filter by Computer Group

Filters

▶ 94%

Is DC	Count
False	9
N/A on Linux	5
<input checked="" type="checkbox"/> True	3
N/A on Mac	1

But what if we don't have any endpoints online that meet our criteria, like this example where we are trying to target all Windows endpoints with low disk space?

### Question Results

Ask a Question

Get Low Disk Space from all machines with Is Windows equals true

1 of 1 (Count Total: 12) Filter by Computer Group

Filters

▶ 100%

Low Disk Space	Count
[no results]	12

# The Single Endpoint Approach

Tanium does provide a way to target offline endpoints via the Client Status page. This is useful if you know the name of the client you want to target. And you can select multiple endpoints, but you still need to individually check each box.

1. In the Tanium Console, navigate to **Administration > Configuration > Client Status**
2. Uncheck **Show systems that have reported in the last** (This ensures that we see all registered clients for the past 30 days.)
3. Select the **desired endpoints**
4. Select **Deploy Action**

The screenshot shows the Tanium console interface. On the left sidebar, the 'Configuration' menu is expanded, and 'Client Status' is selected (callout 1). The main area is titled 'Client Status' and shows a table of 25 items, with 2 selected (callout 3). The 'Deploy Action' button is visible (callout 4). On the right, the 'Show systems that have reported in the last:' dropdown is set to '1' (callout 2). Below this, the 'Filter by Client Version' table is shown.

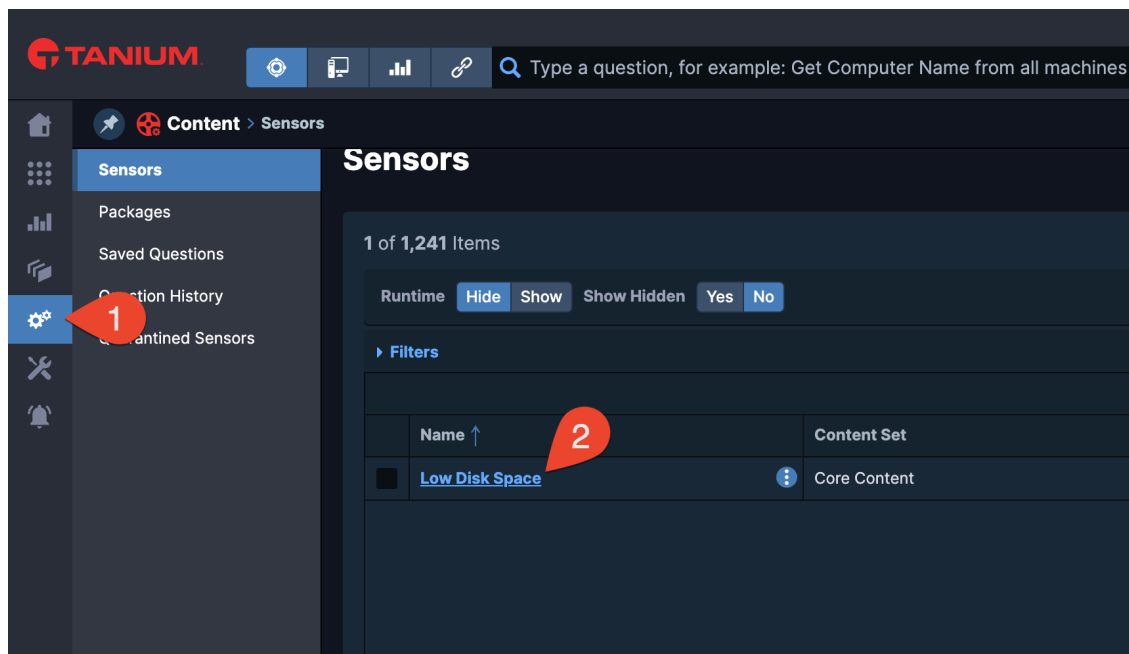
Client Version	Percentage	Count
<input checked="" type="checkbox"/> 7.6.4.2086	0%	0
<input checked="" type="checkbox"/> 7.6.4.2033	100%	2

# The Computer Group Approach

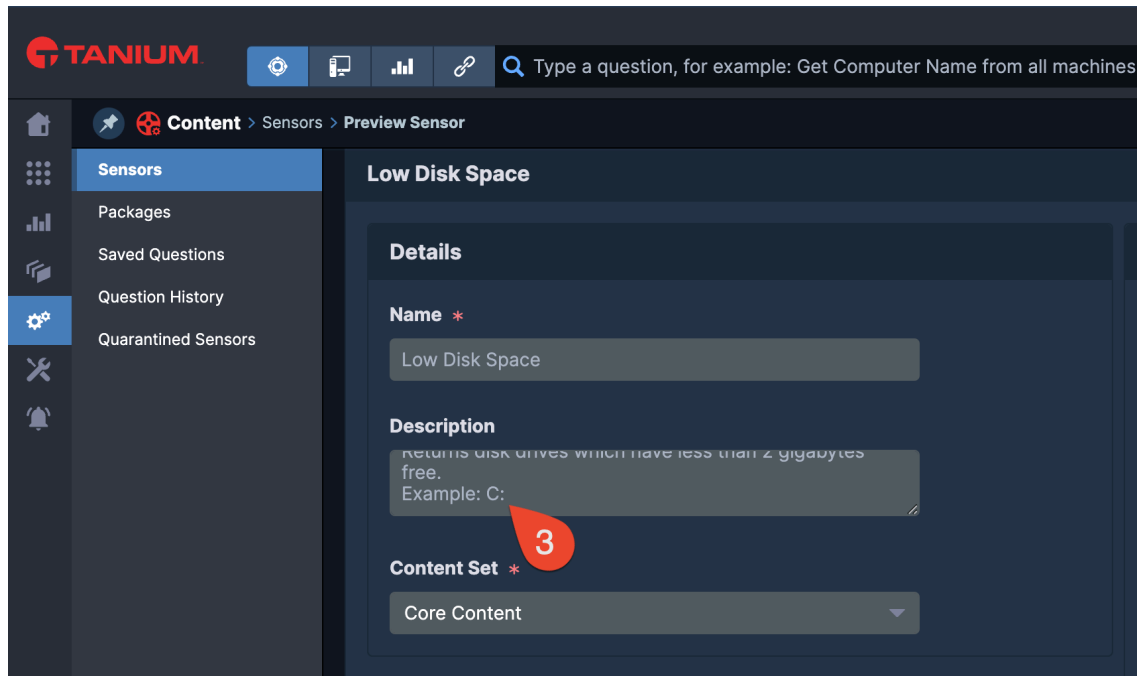
But what if I want to target those offline Windows endpoints with low disk space? We can create a computer group and use that group to deploy a package. But before we make a new computer group, let's look at the low disk space sensor. Since we don't have any Windows clients returning results we need to do a little research to help us build the computer group filter.

## Investigate The Sensor

1. In the Tanium Console, navigate to **Administration > Content > Sensors**
2. Select the desired sensor, in this case that's **Low Disk Space**



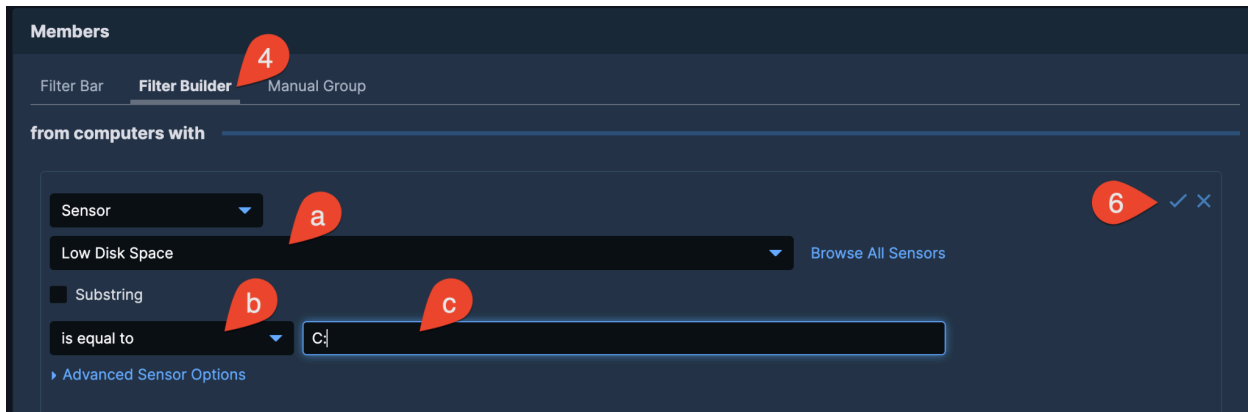
3. Look at the description field. Here we see an example output. This lets us know that we can expect to see the drive letter with low disk space.



## Create a Computer Group

Now that we know what the sensor will return, we can create a computer group that we will use to deploy a platform package.

1. In the Tanium Console, navigate to **Administration > Permissions > Computer Groups**
2. Select **New Computer Group**
3. Fill in the **Name** field
4. Select the **Filter Builder** tab
5. Select Add Row and fill in the following fields (Adjust this for the sensor you need):
  - a. **Sensor Name:** Low Disk Space
  - b. **Operator:** is equal to
  - c. **Value:** C:
6. Select the **Apply** check



7. Select **Add Row**
8. Switch from Sensor to **Computer Group**
9. Select **All Windows**
10. Select the **Apply** check
11. Since there are no endpoint online that match the filter, we will not see any results
12. Select **Save**



## Deploy a Package to Offline Endpoints Using a Computer Group

Now we can use the new computer group to deploy a platform package. For this scenario, imagine we have an application that is generating large log files that are not being cleaned up, thus causing the low disk space issue. We have manually remediated the issue for now, but want to put a workaround in place utilizing a custom package before we have a chance to properly configure log generation for the application.

1. In the Tanium Console, navigate to **Administration > Content > Packages**
2. Select the **Check Box** for the desired package
3. Select **Deploy Action**

The screenshot shows the Tanium web interface. The top navigation bar includes the Tanium logo and a search bar. The left sidebar contains navigation links: Sensors, Packages (highlighted), Saved Questions, Question History, and Unattended Sensors. The main content area is titled 'Packages' and shows a list of 1 of 927 items. A table lists the packages, with one item selected: 'Custom Content - Clear Logs'. The table has columns for Display Name, Content Set, and Command. The command is 'cmd.exe /d /c clear\_logs.bat'. Callout 1 points to the 'Unattended Sensors' link in the sidebar. Callout 2 points to the 'Custom Content - Clear Logs' package in the table. Callout 3 points to the 'Deploy Action' button in the top right of the package list.

Display Name	Content Set	Command
Custom Content - Clear Logs	Default	cmd.exe /d /c clear_logs.bat

4. In the **Deployment Schedule** section, set **Schedule Type** to **Recurring Deployment**. A frequency of every 3-4 hours is recommended to catch endpoints as they come online.

The screenshot shows the 'Deployment Schedule' configuration page. The 'Schedule Type' is set to 'Recurring Deployment'. The 'Start At' date is 10/25/2024 at 12:58 PM. The 'End At' date is 11/01/2024 at 12:00 AM. The 'Re-issue every' frequency is set to 3 hours. Callout 4 points to the 'Deployment Schedule' section header.

**Deployment Schedule**

**Schedule Type**: Recurring Deployment

**Start At**: 10/25/2024 12:58 PM

**End At**: 11/01/2024 12:00 AM

**Re-issue every**: 3 Hours



5. In the **Targeting Criteria** section, select **Add Computer Groups**

The screenshot shows the 'Targeting Criteria' interface. On the left, a summary box indicates 'Targeted Clients Currently Online' with a count of 19 and '100% Complete'. Below this is a 'Show Preview To Continue' button. The main area has a 'Target Question' field containing 'Get Computer Name and IP Address from all machines with ( All Computers and All Computers )'. Below the target question is an 'Action Group' dropdown menu set to 'Default - All Computers'. At the bottom of the main area, there are three buttons: 'Add Computer Groups' (highlighted with a red circle and the number 5), 'Add Manual List', and 'Add Filter Question'.

6. Select the **Computer Group** created in the steps above

7. Select **Save**

The screenshot shows the 'Targeting Criteria' interface with the 'Add Computer Groups' button selected. A list of computer groups is displayed, with 'Windows Low Disk Space' selected and checked. The list shows '1 of 1 Item' and '1 Selected'. The 'low' filter is applied. At the bottom, the 'Save' button is highlighted with a red circle and the number 7. The 'Cancel' and 'Clear All Selections' buttons are also visible.

8. Now that we have selected the Computer Group, we can see that the **Targeted Clients** count has changed to 0, this is expected as no endpoints are currently online that match the Computer Group filter. Select **Show Preview to Continue**
9. Select **Deploy Action**

