



Global Support Handbook

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Welcome to Tanium Global Support

Welcome to Tanium Global Support! Your trust in the Tanium platform is appreciated. The Tanium platform provides you with tools and solutions that enable your business to get the most value out of your investment. It is our goal to provide you with a world-class support experience. Tanium enables our customers through the Tanium Resource Center site which provides a Knowledge Base, Best Practices, extensive tutorial videos, troubleshooting guides, Tanium documentation and Community discussion forums. Additionally, for those difficult-to-resolve issues, you are able to submit cases to our Tanium Global Support team.

This document contains all the information you need to be successful in your interactions with Tanium Global Support and ensures your cases and inquiries are addressed with appropriate urgency and attention.



NOTE

You will be prompted to reset your password every 90 days as a security measure. Reset your password as requested to avoid account lockouts.

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Tanium Support Objectives

The primary objectives for Tanium Global Support are designed to ensure a high level of customer satisfaction by:

- Resolving Tanium service interruptions quickly
- Providing a central point of contact for technical and support-related discussions
- Enabling customers to use the Tanium platform more effectively in their environment

As a standard, Tanium Support offers:

- Resolution to service issues within the Tanium product, including but not limited to:
 - Unexpected question results
 - Error messages
 - Reporting problems
 - Endpoint or server performance issues
 - Module or platform outages
- Answers to module or platform configuration questions

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- An ability to open cases for questions and assistance with module and platform upgrades

If you need more advanced planning, design, or engineering support for your operations—such as completing new deployments and upgrades—the Tanium Global Support team will advise you to consult with an authorized partner or Tanium’s Enterprise Services Organization (ESO). They will provide you with detailed information and quotes for these types of services.

For questions about purchasing or renewing existing Tanium licenses, please contact your Tanium or Partner Sales Representative.

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Support Eligibility

To access all of Tanium’s support resources, you are required to have a valid Tanium software license. Tanium Support can assist you with validating your current license and expiration dates. Without a valid license, access to support resources is limited. If you need assistance with renewing your Tanium agreement, please reach out to your Tanium or Partner Sales Representative. If your license agreement with Tanium conflicts with any statement in the Tanium Support Handbook, the terms of your agreement with Tanium will apply.

For questions about eligibility and the purchasing of 24x7 support, please contact your Tanium or Partner Sales Representative.

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