



Enable ExtraHop Remote Access

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You can allow remote access to your ExtraHop system for one or more teams at ExtraHop to provide configuration help, troubleshooting, or detection improvements.

For more information about remote access, see the [Remote Access FAQ](#).

Before you begin

- The ExtraHop system must be connected to [ExtraHop Cloud Services](#).
 - Remote access is individually configured on consoles, sensors, recordstores, and packetstores.
1. Log in to the ExtraHop system through `https://<extrahop-hostname-or-IP-address>`.
 2. Navigate to Remote Access settings.
 - For RevealX 360 systems, click **System Settings** , click **All Administration**, and then click **User Access**.
 - For a console and sensors, click **System Settings** , click **All Administration**, and then click **ExtraHop Cloud Services**.
 - For ExtraHop recordstores and packetstores, click **ExtraHop Cloud Services**.
 3. To grant remote access to a member of the ExtraHop Account Team, complete the following steps:
 - a) Select the **ExtraHop Account Team** checkbox.
 - b) Click **Add User**.
 - c) In the **ExtraHop Email Address** field, type the email address of the ExtraHop Account Team member.
 - d) Select the privilege level that you want the team member to have on your ExtraHop system. Your team member can provide guidance on what privileges they require. See [User privileges](#) for more information. For recordstores and packetstores, the team member is always granted [setup user account](#) privileges.
 4. To grant remote access to the ExtraHop Support team, complete the following steps:
 - a) Select the **ExtraHop Support** checkbox.
 - b) Select one of the following access levels:
 - **ExtraHop System and Administrator Access**

Grants unlimited (or [setup user account](#)) privileges to the console or sensor through a browser.
 - **Remote Shell Access**

Grants remote SSH access for a console or sensor to the ExtraHop Support team. See [Remote Access FAQ](#) for more information.

This option requires that you generate an encrypted SSH key from the ExtraHop console or sensor and email the key to your ExtraHop Support representative.

For RevealX Enterprise, go to **Support Access** from the Access Settings page to [generate a support SSH key](#).

For RevealX 360, click **Manage Support SSH Key** to generate a support SSH key.
 - **Both**

Grants both access levels and requires that you generate an SSH key.
 5. (RevealX 360 only) To grant remote access to a member of the ExtraHop Detections Team, complete the following steps:
 - a) Select the **ExtraHop Detections Team** checkbox.
 - b) Select one of the following access levels:

- Read-only access including packets
 - Read-only access excluding packets
6. Click **Save Changes**.