

Default User Accounts FAQ

Published: 2020-02-22

Here are some answers to frequently asked questions about the default user accounts on all ExtraHop appliances.

- [What's the default username and password on ExtraHop appliances?](#)
- [How do I change the default password for the `setup` user account?](#)
- [How do I change the default password for the `shell` user account?](#)

What's the default username and password on ExtraHop appliances?

The following default accounts are configured on the ExtraHop appliance.

setup

The setup account provides full system read and write privileges on the Web UI, Admin UI, and Shell, which is the ExtraHop command-line interface (CLI).

shell

The shell account, by default, has access to non-administrative shell commands in the ExtraHop CLI. By enabling privileged mode, the shell account can access all commands.

To set up and administer ExtraHop appliances, you must log in with these usernames and passwords.

Appliance	Username	Password
1U and 2U hardware appliances	<ul style="list-style-type: none"> • setup • shell 	<p>The service tag number, found on the front of the appliance by pulling out the information tag.</p> <p>Alternatively, the number can be found on a sticker on the rear of the chassis.</p>
EDA 1100	<ul style="list-style-type: none"> • setup • shell 	The serial number printed on a sticker on the front or bottom of the appliance. The serial number also appears on the LCD display.
Virtual appliances (excluding AWS deployments)	<ul style="list-style-type: none"> • setup • shell 	<code>default</code>
AWS deployments	<ul style="list-style-type: none"> • setup • shell 	The string of numbers after the <code>-i</code> in the instance ID.

How do I change the default password for the `setup` user account?

We recommend that you change the default password for the `setup` user on the ExtraHop appliance after you log in for the first time. Changing the default password is required before you can connect to Atlas Services and ExtraHop Cloud Services.

To remind administrators to make this change, there is a blue **Change default password** button at the top of the page while the `setup` user is logged into the Admin UI. Click the button and complete the change password fields. The new password must be a minimum of 5 characters.

After the `setup` user password is changed, you are automatically logged out of the Admin UI. When you log in again with the new password, the **Change default password** button at the top of the page no longer appears.

How do I change the default password for the `shell` user account?

Just like the `setup` user, you should also change the default password for the `shell` user account. Changing the default password for the `shell` user is required before you can connect to Atlas Services.

1. Log into the Admin UI on the ExtraHop appliance with the `setup` user account.
2. In the Access Settings section, click **Password**.
3. Select `shell` from the User drop-down list.
4. Complete the **Old password** and **New password** fields (the new password must be a minimum of 5 characters) and then click **Save**.