

Users and user groups

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Users can access the ExtraHop appliance in three ways: through a set of pre-configured user accounts, through local user accounts configured on the appliance, or through remote user accounts configured on existing authentication servers, such as LDAP, SAML, Radius, and TACACS+.

Local users

This topic is about default and local accounts. See [Remote Authentication](#) to learn how to configure remote accounts.

The following accounts are configured by default on ExtraHop appliances but do not appear in the list of names on the Users page. These accounts cannot be deleted and you must change the default password upon initial login.

setup

This account provides full system read and write privileges on the Web UI, Admin UI, and Shell, which is the ExtraHop command-line interface (CLI). On physical appliances, the default password for this account is the service tag number on the front of the appliance. On virtual appliances, the default password is **default**.

shell

The **shell** account, by default, has access to non-administrative shell commands in the ExtraHop CLI. On physical appliances, the default password for this account is the service tag number on the front of the appliance. On virtual appliances, the default password is **default**.



Note: The default ExtraHop password for either account when deployed in Amazon Web Services (AWS) is the string of numbers after the `-i` in the instance ID.

Next steps

- [Add a local user account](#) 

Remote Authentication

ExtraHop appliances supports remote authentication for user access. Remote authentication enables organizations that have authentication systems such as LDAP (OpenLDAP or Active Directory, for example), SAML, RADIUS, or TACACS+ to enable all or a subset of their users to log into the appliance with their existing credentials. SAML single sign-on authentication is only available on Command and Discover appliances.

Centralized authentication provides the following benefits:

- User password synchronization.
- Automatic creation of ExtraHop accounts for users without administrator intervention.
- Management of ExtraHop privileges based on user groups.
- Administrators can grant access to all known users or restrict access by applying LDAP filters.

Next steps

- [Configure remote authentication through LDAP](#) 
- [Configure remote authentication through SAML](#) 
- [Configure remote authentication through TACACS+](#) 
- [Configure remote authentication through RADIUS](#) 

Remote users

If you choose to auto-provision users when you configure SAML authentication, then the user is automatically added to the list of local users when they log in for the first time. However, you can create a remote SAML user account on the ExtraHop appliance when you want to provision a remote user before that user has logged into the appliance. Privileges are assigned to the user by the provider. After the user is created, you can add them to local user groups.

Next steps

- [Add a remote user account](#) 

User groups

User groups enable you to manage access to shared content by group instead of by individual user. Dashboards and activity maps can be shared with a user group, and any user who is added to the group automatically has access. You can create a local user group—which can include remote and local users. Alternatively, if your appliance is configured for remote authentication through LDAP, you can configure settings to import your LDAP user groups.

- Click **Create User Group** to create a local group. The user group appears in the list. Then, select the checkbox next to the user group name and select users from the **Filter users...** drop-down list. Click **Add Users to Group**.
- (LDAP only) Click **Refresh All User Groups** or select multiple LDAP user groups and click **Refresh Users in Groups**.
- Click **Reset User Group** to remove all shared content from a selected user group. If the group no longer exists on the remote LDAP server, the group is removed from the user group list.
- Click **Enable User Group** or **Disable User Group** to control whether any group member can access shared content for the selected user group.
- Click **Delete User Group** to remove the selected user group from the appliance.
- View the following properties for listed user groups:

Group Name

Displays the name of the group. To view the members in the group, click the group name.

Type

Displays Local or Remote as the type of user group.

Members

Displays the number of users in the group.

Shared Content

Displays the number of user-created dashboards and activity maps that are shared with the group.

Status

Displays whether the group is enabled or disabled on the appliance. When the status is **Disabled**, the user group is considered empty when performing membership checks; however, the user group can still be specified when sharing content.

Members Refreshed (LDAP only)

Displays the amount of time elapsed since the group membership was refreshed. User groups are refreshed under the following conditions:

- Once per hour, by default. The refresh interval setting can be modified on the **Remote Authentication > LDAP Settings** page.
- An administrator refreshes a group by clicking **Refresh All User Groups** or **Refresh Users in Group**, or programmatically through the REST API. You can refresh a group from the User Group page or from within the Member List page.

- A remote user logs into the ExtraHop Web UI or Admin UI for the first time.
- A user attempts to load a shared dashboard that they do not have access to.

User privileges

Administrators determine the level of access and functionality users have with the ExtraHop Web and Admin UIs. In addition to setting the privilege level for the user, you can add certain options that can apply to any user privilege level.

For information about user privileges for the REST API, see the [REST API Guide](#).

Privilege Levels

Set the privilege level for your user to determine which areas of the ExtraHop appliance they can access.

| | Unlimited | Full Write | Limited Write | Personal Write | Full Read-Only | Restricted Read-Only |
|---|-----------|------------|---------------|----------------|----------------|----------------------|
| Activity Maps | | | | | | |
| Create, view, and load shared activity maps | Y | Y | Y | Y | Y | N |
| Save activity maps | Y | Y | Y | Y | N | N |
| Share activity maps | Y | Y | Y | N | N | N |
| Alerts | | | | | | |
| View alert history | Y | Y | Y | Y | Y | N |
| Create and modify alerts | Y | Y | N | N | N | N |
| Bundles | | | | | | |
| Create a bundle | Y | Y | N | N | N | N |
| Upload and apply a bundle | Y | Y | N | N | N | N |
| View list of bundles | Y | Y | Y | Y | Y | N |
| Custom Pages | | | | | | |
| Create and modify custom pages | Y | Y | N | N | N | N |
| Dashboards | | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| View and organize dashboards | Y | Y | Y | Y | Y | Y |
| Create and modify dashboards | Y | Y | Y | Y | N | N |
| Share dashboards | Y | Y | Y | N | N | N |
| Detections |  Note: Detections require a connection to the cloud-based ExtraHop Machine Learning Service . | | | | | |
| View detections and provide feedback | Y | Y | Y | Y | Y | N |
| Analysis Priorities | | | | | | |
| View Analysis Priorities page | Y | Y | Y | Y | Y | N |
| Add and modify analysis levels for groups | Y | Y | N | N | N | N |
| Add devices to a watchlist | Y | Y | N | N | N | N |
| Transfer priorities management | Y | Y | N | N | N | N |
| Device Groups | | | | | | |
| Create and modify device groups | Y | Y | N | N | N | N |
| Metrics | | | | | | |
| View metrics | Y | Y | Y | Y | Y | N |
| Records (Explore appliance) | | | | | | |
| View record queries | Y | Y | Y | Y | Y | N |
| View record formats | Y | Y | Y | Y | Y | N |
| Create, modify, and save record queries | Y | Y | N | N | N | N |

| | | | | | | |
|---|---|---|---|---|---|---|
| Create, modify, and save record formats | Y | Y | N | N | N | N |
| Scheduled Reports (Command appliance) | | | | | | |
| Create, view, and manage scheduled reports | Y | Y | Y | N | N | N |
| Triggers | | | | | | |
| Create and modify triggers | Y | Y | N | N | N | N |
| Administrative Privileges | | | | | | |
| Access the ExtraHop Admin UI | Y | N | N | N | N | N |
| Connect to other appliances | Y | N | N | N | N | N |
| Manage other appliances (Command appliance) | Y | N | N | N | N | N |

Privilege Options

The following privilege options can be assigned to users with any privilege level.

- View and download packets
- View and download packets and session keys
- View connected appliances (Command appliance only)