

Default User Accounts FAQ

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

- [What's the default username and password on the ExtraHop system?](#)
- [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 the ExtraHop system?

The following default accounts are configured on the ExtraHop system.

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 the ExtraHop system, 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 and GCP deployments)	<ul style="list-style-type: none"> • setup • shell 	default
Amazon Web Services (AWS)	<ul style="list-style-type: none"> • setup • shell 	The string of numbers after the i- in the instance ID.
Google Cloud Platform (GCP)	<ul style="list-style-type: none"> • setup • shell 	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 system after you log in for the first time. Changing the default password is required before you can connect to 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 in to the Admin UI. Click the button and complete the change password fields.

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 ExtraHop Cloud Services.

1. Log in to the Administration page on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin` with the `setup` user account.
2. In the Access Settings section, click **Password**.
3. In the Change User Password section, select **shell** from the User drop-down list.
4. Complete the **New password** and **Confirm password** fields.
5. Click **Change Password**.