



FAQs

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FAQs

Why can't I log in?

If you receive an error when attempting to log in, review these possible causes.

Login errors might occur for one of these reasons:

- You entered an incorrect user name or password.
- You have insufficient privileges.
- You attempted to log in unsuccessfully multiple times, which triggered the lockout mode. Wait 10 minutes to re-login.

What do I need to know before adding a directory server?

Before adding a directory server in Access Management, you must meet certain requirements.

- User groups must be defined in your directory service.
- LDAP server credentials must be available, including the domain name, server URL, and optionally the bind account user name and password.
- For LDAPS servers using a secure protocol, the LDAP server's certificate chain must be installed on your local machine.

What do I need to know about mapping to storage array roles?

Before mapping groups to roles, review the guidelines.

The RBAC (role-based access control) capabilities include the following roles:

- **Storage admin** — Full read/write access to storage objects on the arrays, but no access to the security configuration.
- **Security admin** — Access to the security configuration in Access Management and Certificate Management.
- **Support admin** — Access to all hardware resources on storage arrays, failure data, and MEL events. No access to storage objects or the security configuration.
- **Monitor** — Read-only access to all storage objects, but no access to the security configuration.



The Monitor role is required for all users, including the administrator.

If you are using an LDAP (Lightweight Directory Access Protocol) server and Directory Services, make sure that:

- An administrator has defined user groups in the directory service.
- You know the group domain names for the LDAP user groups.

What are the local users?

Local users are predefined in the system and include specific permissions.

Local users include:

- **admin** — Super administrator who has access to all functions in the system. This user includes all roles. The password must be set on first-time login.
- **storage** — The administrator responsible for all storage provisioning. This user includes the following roles: Storage Admin, Support Admin, and Monitor. This account is disabled until a password is set.
- **security** — The user responsible for security configuration, including Access Management and Certificate Management. This user includes the following roles: Security Admin and Monitor. This account is disabled until a password is set.
- **support** — The user responsible for hardware resources, failure data, and firmware upgrades. This user includes the following roles: Support Admin and Monitor. This account is disabled until a password is set.
- **monitor** — A user with read-only access to the system. This user includes only the Monitor role. This account is disabled until a password is set.
- **rw** (read/write) — This user includes the following roles: Storage Admin, Support Admin, and Monitor. This account is disabled until a password is set.
- **ro** (read only) — This user includes only the Monitor role. This account is disabled until a password is set.

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