How to manage passwords in a Woody environment

Version 3.3.x

1. Introduction

This document describes the various authentication processes involved in a Woody installation, and how to change default passwords to improve security.

Woody Technologies recommends several Best Practices in order to ensure a good security level for your installation:

*   Use LDAP or SAML2 authentication providers to manage users who administrate and use Woody systems.
*   Change the default passwords for Woody administrator, ArangoDB and RabbitMQ.
*   Do not communicate the password of Woody administrator user inside your organisation, grant administrator privileges to individual LDAP or SAML2 users instead.
*   Do not enable anonymous access to Woody pages.

Note: Installation of Woody software is not covered by this document. Please refer to the Woody Installation Guide corresponding to your software version.

2. Change password of a Woody user

Woody users are users which are not managed in an external authentication provider, such as Active Directory, OKTA, OneLogin, etc...

In the case of using an external authentication provider, Woody does not manage or store user passwords, they are entirely handled in the authentication provider itself. In that case, Woody authenticates the user against the external provider, and use the user groups binding to grant the proper rights to the connected user.

By default, at least one internal user is created during Woody installation, this user is "administrator".

The default password for this user is "woody". We strongly recommend to change this password immediately after installation:

*   Connect to Woody administration page (https://cluster-address/admin) using the default password.

- Navigate to the "Users" tab, and then to Internal users > users
- On the "administrator" line, click "Change password", add the new password and click "Update"

3. Change password of Woody Database (ArangoDB)

Woody relies on ArangoDB database to store and access all relevant data about users, authentication providers, processing jobs and profiles.

By default, these data are written in a database named DB1.

The default user of ArangoDB is "root', the password is "woody".

This password can be changed during the installation or update process, using the Woody configuration Wizard. The Wizard is executed during the first installation of Woody, during an upgrade or anytime if you need to change the architecture of your installation.

To change the ArangoDB password in the Wizard, proceed as follow:

- Execute the installation wizard from the desktop shortcut
- At step 4 of the Wizard, expand the "Advanced" settings
- Change ArangoDB password
- Click next and complete the additional steps until the end of the Wizard process
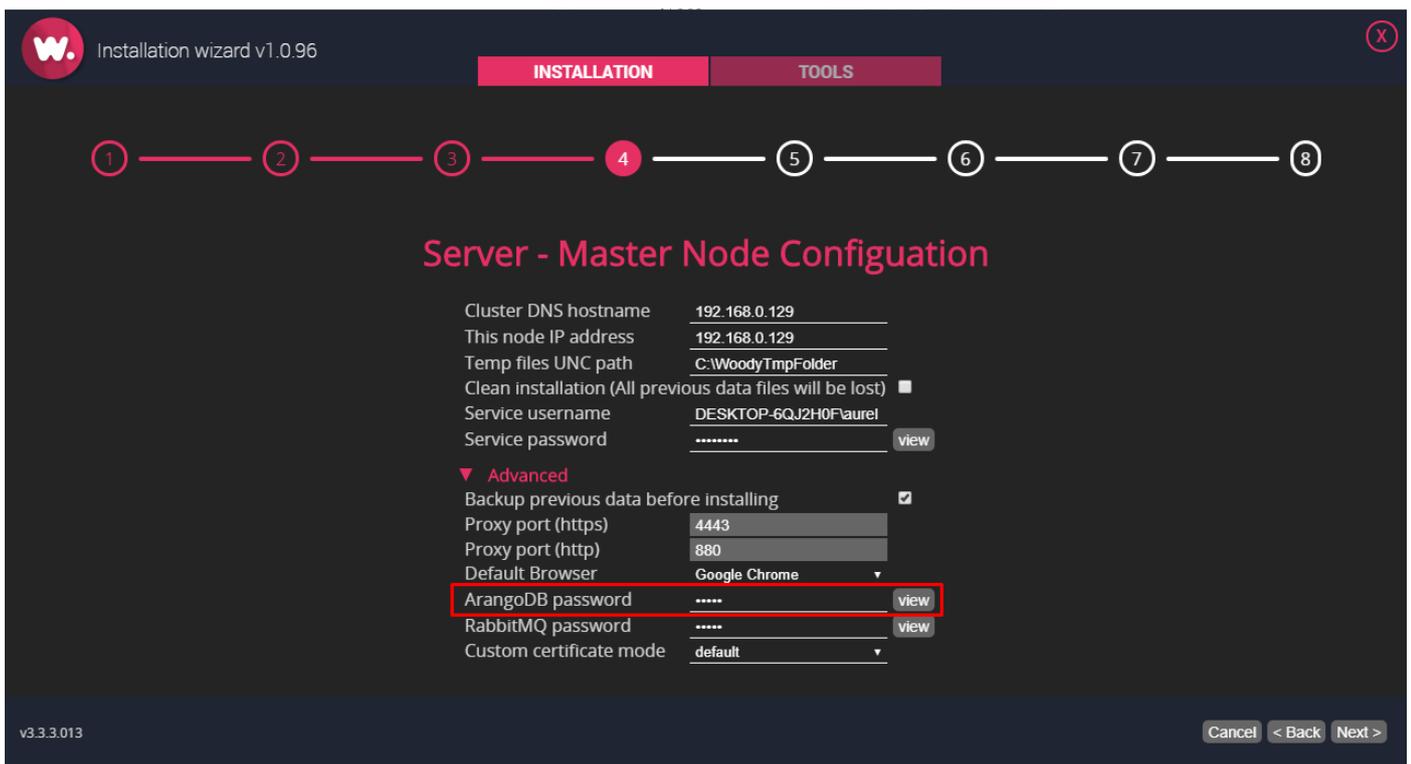
Important: you need to complete the wizard process entirely to update the password.

Warning: Do **not** change the ArangoDB password directly in ArangoDB user interface. All Woody processes would lose access to the DB and the system will stop functionning.

4. Change password of Woody messaging bus (RabbitMQ)

Woody relies on RabbitMQ for all messaging between the software components.

By default, the RabbitMQ user interface is disabled, but access to RabbitMQ by Woody components require authentication.

The default password of RabbitMQ is "woody".

This password can be changed during the installation or update process, using the Woody configuration Wizard. The Wizard is executed during the first installation of Woody, during an upgrade or anytime if you need to change the architecture of your installation.

To change the RabbitMQ password in the Wizard, proceed as follow:

- Execute the installation wizard from the desktop shortcut
- At step 4 of the Wizard, expand the "Advanced" settings
- Change RabbitMQ password
- Click next and complete the additional steps until the end of the Wizard process
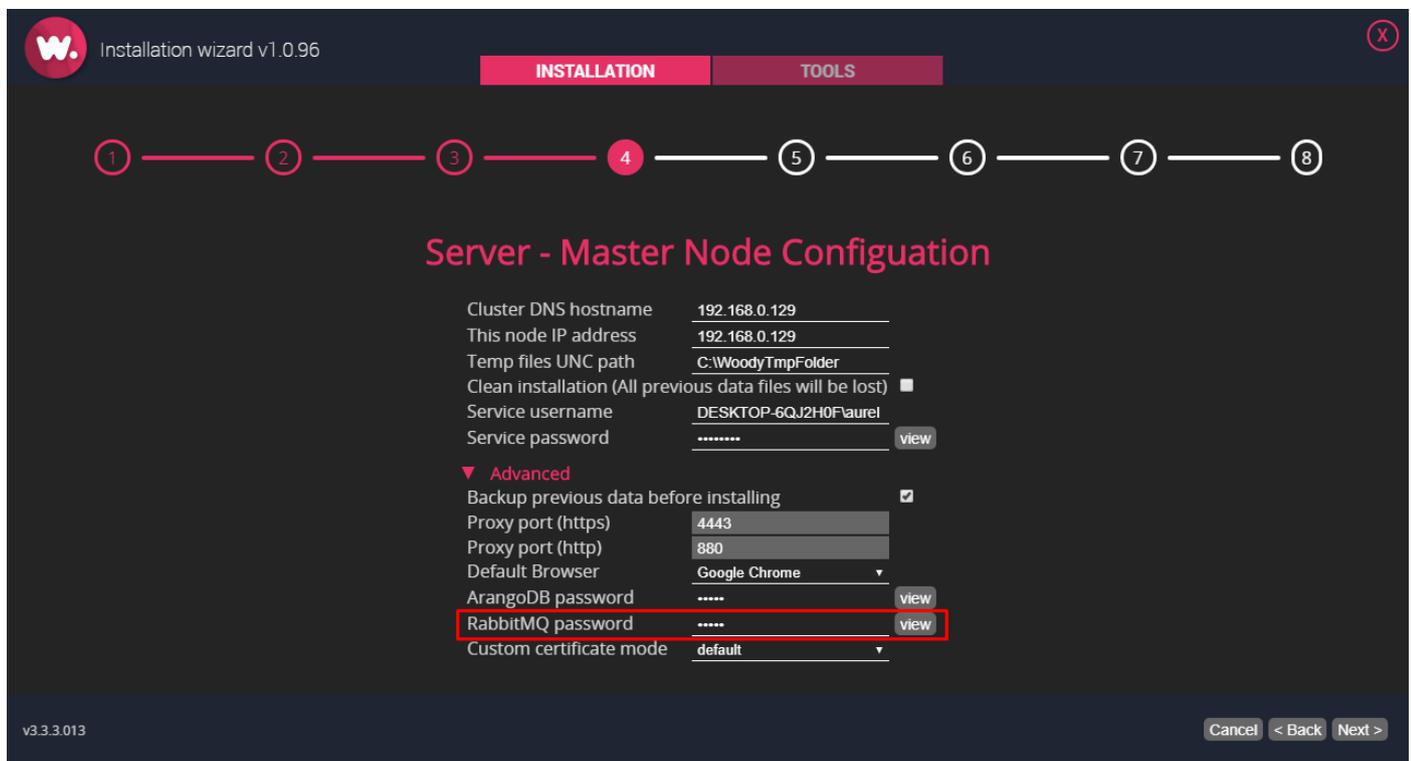
Important: you need to complete the wizard process entirely to update the password.

Warning: Do **not** change the RabbitMQ password directly in RabbitMQ user interface. All Woody processes would lose access to the messaging bus and the system will stop functionning.

5. Change Woody service user

Woody is executed as a Windows service for all server installations.

Note: standalone installations are executed with the current logged-in Windows user.

You can change the user of Woody service during or after installation.

Woody service user can be a local Windows user, or a Domain user.

Password change must be performed in Windows or Domain users administration console.

In case of password change after installation, the new password must be update on Woody service.

5.1 Change Woody service user during installation

The user of Woody service can be chosen during installation, in the Woody configuration Wizard.

At step 4 of the Wizard, you can put the user and password that will be used to run the service.
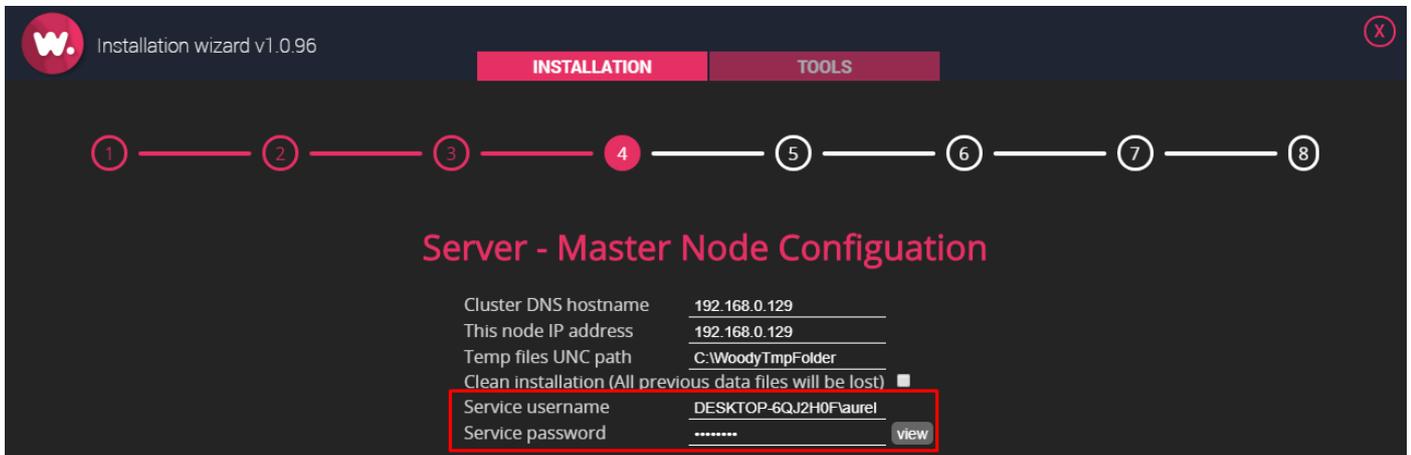
Note: If you're using a domain user, this must be indicated with the syntax DOMAIN\Username.

Note: You need to complete the execution of Woody configuration Wizard to apply changes.

Warning: If you're performing an upgrade on an existing installation, the current service user is indicated, but the password **must be entered again** before completing the Wizard execution.

5.2 Change Woody service after installation

If you want to change the service user after installation, you need to locate the Woody service in the Windows services console (services.msc).

Note: The service name can change depending on your installation (Woodyin2it, WoodySocial, etc.)

- Right click on the service name and select "Properties", then "Log on".
- Add the local or domain user that will run Woody service and its password
- Apply changes
- Restart the Windows service (Woody activity will be interrupted during the restart)

There is no impact in Woody configuration when you change the service user through the Windows services console.

Note: If shared locations are configured for Watchfolders or delivery, they are accessed using the Windows service credentials. Make sure the user running the service has enough privileges on the shares to perform processing operations.