Bitbucket Support

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Cloud   Data Center 9.3 ⌄

Users and groups

Bitbucket Data Center comes with an internal user directory already built-in that is enabled by default at installation. When you create the first administrator during the setup procedure, that administrator's username and other details are stored in the internal directory.

Bitbucket Admins and Sys Admins can manage users and groups in Bitbucket as described on this page. You can also set up Bitbucket to use external user directories.

Note that:

- Even after users have been added to the user directory, they will not be able to log in to Bitbucket until they have been given global access permissions.
- Permissions can also be applied separately at the level of projects, repositories and branches.

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Creating a user

To create a user:

1. In the administration area, click **Users** (under 'Accounts') and then **Create user** (on the 'Users' screen).
2. Complete the form. You can either set the user's password now, or have Bitbucket email the user with a link that they can use to set the password themselves:
3. Once you've created the user, click **Change permissions** to set up their access permissions. Note that a user doesn't have access to Bitbucket until global access permissions have been set.
   a. **Set up user permissions**

Creating a group

To create a group, from the administration area:

1. Click **Groups** (under 'Accounts') and then **Create group.**
2. Enter the name for the new group, and click **Create group** (again):

3. Now you can add users to your new group (see the next section).
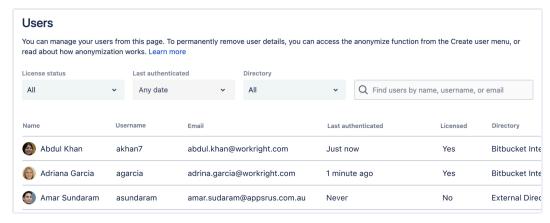
Adding users to groups

You can add users to groups in two ways:

- add a particular user to multiple groups, from the user's account page in the admin area.
- add multiple users to a particular group, from the group's page.

From the user account page

To add a user to a group from the user's account page,

1. Click **Users** in the Administration section, and then use the filter to find the user:
   a. **Filters:** Use filters to sort users by their license status, last authentication time, and directory.
   b. **User search:** Filter users by name or email as you type.

2. On the account page for the user, use the filter to find a group to which you want to add the user.
3. Click **Add** for each group in turn.

From the group page

To add a user to a group from the group's page,

1. Click **Groups** (under "Accounts") in the administration area, and use the filter to find the group.
2. On the page for the group, use the filter to find a user to add to the group.
3. Click **Add** for each user you select, to make them a member of the group.

Identifying licensed users

On the **Users** page, you can also identify licensed users. For example, if a licensed user has been idle for six months or more, you can find them quickly and revoke their permissions safely.

To find out if a user is licensed, check the **Licensed** column.

You can also check how many free seats your license is providing. To do this, use the JMX metrics for licensed users statistics.

Exporting list of users and user permissions

> ℹ️ A Data Center license is required to use this feature. Get an evaluation license to try it out, or purchase a license now.

1. Select **Administration** > **Users**.
2. Select **Export** > **Users**, **Users (Filtered results)**, or **User permissions**.

The data is exported in CSV format. Note that for large Bitbucket instances, this export can take a long time and the resulting file might be very large. We recommend that you export this data when your Bitbucket instance is less busy.

You can also fetch user and group permissions for a specific repository or project via the REST API and generate your own reports.

Deleting users and groups

You can delete a user or group from Bitbucket's internal user directory, or the external directory from which Bitbucket sources users, such as an LDAP, Crowd or Jira Software.

When a user or group is deleted from such a directory, Bitbucket checks to see if that user still exists in another directory:

- If the user or group *does* exist in another directory, Bitbucket assumes the administrator intended to *migrate* the user or group between directories and we leave their data intact.
- If the user or group *does not* exist in another directory, Bitbucket assumes the intent was to permanently delete them, and we delete the users permissions, SSH keys and 'rememberme' tokens.

> ⚠️ When deleting users
>
> In the case of users from an external directory (e.g. JIRA or LDAP) and internal users (from the internal directory), users or groups are preserved for **seven (7) days**.

Notes

- If an entire directory is deleted, Bitbucket will preserve users and groups for **seven (7) days** before deleting.
- Content which might be of historical interest (comments, pull requests, etc.) is not deleted when a user or group is. Only authentication, authorization and data which serves no purpose to a user who can no longer log in is removed.
- In some situations, reordering the directories will change the directory that the current user comes from, if a user with the same username happens to exist in both. This behavior can be used in some cases to create a copy of the existing configuration, move it to the top, then remove the old one. Note, however, that duplicate usernames are not a supported configuration.
- You can enable or disable a directory at any time. If you disable a directory, your configuration details will remain but Bitbucket will not recognize the users and groups in that directory.

Limitations

- You cannot edit, disable or delete the directory that your own user account belongs to. This prevents administrators from locking themselves out of Bitbucket, and applies to internal as well as external directories.
- You cannot remove the internal directory. This limitation aligns with the recommendation that you always keep an administrator or sysadmin account active in the Bitbucket internal directory, so that you can troubleshoot problems with your user directories.
- You have to disable a directory before you can remove it. Removing a directory will remove the details from the database.

Deleting a user versus anonymizing a user

When someone leaves your organization, or no longer needs to use Bitbucket, you can **delete** their user account. Then if required, you can **anonymize** their username within Bitbucket.

Anonymizing a user means that any remaining personally identifiable information in Bitbucket after the user is deleted, is updated to be permanently non-attributable to that specific user.

Anonymizing a user after deletion

When you **anonymize** a username:

- The username is replaced with a non-attributable alias throughout Bitbucket.
- User mentions are replaced with a non-attributable alias throughout Bitbucket.
- If the user had a personal project, the personal project name and key is updated to a non-attributable alias.
- User cleanup for deletion happens immediately, if it hasn't already taken place (eg. deleting avatars, SSH keys, permissions).

The following data **will remain** after a username is **anonymized**:

- User content (such as comments and pull requests).
- User data in Git history.
- User data in third-party plug-ins may not be anonymized.

To anonymize a deleted user in Bitbucket

⚠️   Be sure the user is deleted from Bitbucket prior to anonymization, including from any external directories that the user is a member of.

If the user is not deleted prior to anonymization, the anonymization will fail.

1. From the **Create user** menu on the user list page, select **Anonymize user** from the

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