

# Common actions

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# Search Types

## Description

Throughout the Soffid you will be able to perform searches on the different objects that make up the application.

You will be able to search in the system by applying different ways of searching.

## Quick

This option allows a quick search by fields that have been defined in the application metadata. You can find metadata configuration on [Global Settings > Metadata](#)

You only have to type in the field provided for this purpose and press enter or click on the magnifying glass, then Soffid will display the list with the objects that complain the criteria typed.

You can include some characters "," "." and "/" as word separators in the search text.

## Example

[Main Menu](#) > [Administration](#) > [Resources](#) > Users

🔍 [Quick](#) [Basic](#) [Advanced](#)

[Main Menu](#) > [Administration](#) > [Resources](#) > Users

🔍 [Quick](#) [Basic](#) [Advanced](#)

[Main Menu](#) > [Administration](#) > [Resources](#) > Users ☰

fra/k [Quick](#) [Basic](#) [Advanced](#)

<input type="checkbox"/>	Picture	User name	Full name	Primary group	Enabled	Birth Date	First name	Last Name	Middle name	Type
<input type="checkbox"/>		aretha	Aretha Franklin	Support IT	Yes		Aretha	Franklin		I
<input type="checkbox"/>		frank	Frank Sinatra	Support IT	Yes		Frank	Sinatra		I
<input type="checkbox"/>		rfranklin	Rosalind Franklin	scientist	Yes		Rosalind	Franklin		I

Displayed rows: 3 [+](#)

# Basic

This is the default option. It provides some default search criteria and other criteria can be added from the add criteria option. These criteria will depend on the entity or object on which the search is being performed.

Remember, each criteria will be added to the previous ones. Each search criterion will have different search forms depending on the type of data in the particular field. For instance, a text field provides four different options to search, "Contains", "Start with", "End with" and "Equals", a date field provides the date "Since" and date "Until".

Soffid allows you to add criteria by clicking on the Add criteria button, then Soffid will display a list with all the criteria available and allows you to select to add a new one. To delete criteria you only have to click on the Equis icon (x) of the criteria you want to remove and automatically Soffid will remove the criteria and run the search without the removed criteria.

The criteria depend on the object list where you are working, so for instance the criteria are not the same for the user's list and the group's list.

# Example

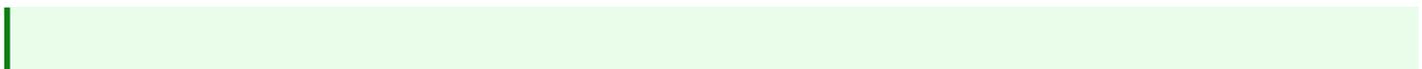
[Main Menu](#) > [Administration](#) > [Resources](#) > Users ☰

[Add criteria](#) [Quick](#) [Basic](#) [Advanced](#)

<input type="checkbox"/>	User name	Full name	Primary group	Enabled	NIF
<input type="checkbox"/>	alice	Alice ADAMS	enterprise	Yes	
<input type="checkbox"/>	asok	Asok ADAMS	enterprise	Yes	
<input type="checkbox"/>	boss	The Boss ADAMS	enterprise	Yes	
<input type="checkbox"/>	carol	Carol ADAMS	enterprise	Yes	

# Advanced

This option allows an advanced search system using the **SCIM standard**. You can type the query to search the info using the SCIM standard.



You can access to [SCIM Book](#) for more information

## Example 1

[Main Menu](#) > [Administration](#) > [Resources](#) > Users



lastName co "adams" AND active eq true



[Quick](#) [Basic](#) [Advanced](#)

<input type="checkbox"/>	▼ User name	⌵ Full name	⌵ Primary group	⌵ Enabled	⌵ NIF
<input type="checkbox"/>	alice	Alice ADAMS	enterprise	Yes	
<input type="checkbox"/>	asok	Asok ADAMS	enterprise	Yes	
<input type="checkbox"/>	boss	The Boss ADAMS	enterprise	Yes	
<input type="checkbox"/>	carol	Carol ADAMS	enterprise	Yes	

## Example 2

[Main Menu](#) > [Administration](#) > [Resources](#) > Users



attributes.manager co "fran"



[Quick](#) [Basic](#) [Advanced](#)

<input type="checkbox"/>	▼ User name	⌵ First name	⌵ Last Name	⌵ Primary group	⌵ Enabled	⌵ Manager
<input type="checkbox"/>	hlamarr	Hedy	Lamarr	scientist	Yes	franks
<input type="checkbox"/>	inewton	Isaac	Newton	scientist	Yes	frank
<input type="checkbox"/>	janis	Janis	Joplin	Music	Yes	frank

Displayed rows: 3

# Column Selector

## Description

Throughout the Soffid Console, we can find a large number of list-type components. These lists are used to display the corresponding objects data in each case, for instance users, accounts, ...

This component allows you to add or remove columns, but also allows you to sort by the name of the columns to display them in the list. Be in mind, the columns are the attributes of an object (an user, or an account...).

It is easy to use, once you click on the hamburger icon and the Add or remove columns option, Soffid will display a window with the available columns for the object, then just drag and drop them in the order you want and click on the Apply changes button. Once you Apply changes, Soffid will display the list with the attributes in the order you defined.

## Example

## Add or remove columns

<input type="checkbox"/>	Visible columns
<input checked="" type="checkbox"/>	User name
<input checked="" type="checkbox"/>	Full name
<input checked="" type="checkbox"/>	Primary group
<input checked="" type="checkbox"/>	Enabled
<input type="checkbox"/>	NIF
<input type="checkbox"/>	PHONE
<input type="checkbox"/>	Manager
<input type="checkbox"/>	Contract type
<input type="checkbox"/>	First name
<input type="checkbox"/>	Last Name
<input type="checkbox"/>	Middle name
<input type="checkbox"/>	Type
<input type="checkbox"/>	Home server
<input type="checkbox"/>	Profile server

Displayed rows: 34

Undo

Apply changes

# Download CSV file & Import

## Download CSV file

Soffid allows you to download all data objects displayed in tables in a CSV file.

You can access to **Download CSV file** option through the hamburger icon from most of the components of the table type.

## Import

Soffid allows you to upload a CSV file with the data list to add, update or delete information to the data table. The operations that can be performed with the data import depend on the table on which the process is being performed.

You can access to **Import** option through the hamburger icon from most of the components of the table type.

To import data from a CSV file, first of all it will be to pick the file to import. Once the file has been selected, the data will be displayed to check contents. If the content is correct, then it is allowed to set up the mappings for each CSV file column, "Don't load" option is available. Finally it is allowed to perform the import process.

When the import process finishes, Soffid will show a message with the result of the process execution.

# Bulk actions

## Description

Allows massive operations to be performed on the selected records. With that operation, updates can be made to any of the object parameters.

You can access this option through the hamburger icon from a few of the components of the table type, like users list or accounts list.

**1.** First of all, you need to select the records that you want to update from the list, once you have selected them, you must choose the bulk action on the hamburger icon.

**2.** Then Soffid display a modal where you can select one by one the attributes that will be updated.

The first dropdown list displays the attributes of the object, for instance, the user attributes.

The second dropdown list displays the operation to be performed on the selected attribute. The operation can be change the value or clear the value, and if it is necessary the new value.

The type of the third field will depend on the attribute type selected previously.

The screenshot shows a modal window titled "Image" with a hamburger icon on the left. The modal has a progress bar at the top with three steps: "Select actions" (highlighted in green), "Confirm actions", and "Finish". Below the progress bar, there are three rows of input fields:

- Row 1: "Enabled" (dropdown), "Change value" (dropdown), and a "Yes" button with a pause icon.
- Row 2: "Type" (dropdown), "Change value" (dropdown), and "External user" (text input with a dropdown arrow).
- Row 3: "- Select attribute -" (dropdown).

At the bottom right, there are two buttons: "Back" (with a left arrow) and "Next" (with a right arrow).

**3.** Soffid shows a confirmation message with the number of records that will be updated. Finally, you can choose apply or come back. If you apply the changes, the attributes of the selected

records will be updated

**Image**

Select actions → **Confirm actions** → Finish

Enabled	Change value	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Type	Change value	External user

2 change(s) are going to be applied to 3 objects

[← Back](#) [Apply now](#)

# Issue Actions

## Actions

### Issues query action

<b>Download CSV file</b>	Allows you to download a CSV file with the issue data.
<b>Add or remove columns</b>	Allows you to show and hide columns in the table. You can also set the order in which the columns will be displayed. The selected columns and order will be saved for the next time Soffid displays the page.

### Issue detail

<b>Close</b>	Allows you to quit without applying any changes.
<b>Acknowledge</b>	Allows you to check as Acknowledged
<b>Solve issue</b>	Allows you to mark as solved the issue.
<b>Send custom email</b>	Allows you to send a custom email to one recipient.
<b>Add Comments</b>	Allows you to add comments to the Action logs.

### account-created

 <b>Image</b>
--

Issue number : 11

Created on : 3/8/2023 14:38

Issue type : account-created

Description : Created account usu01@%@mysqlAgent in target system mysqlAgent

Times : 1

Status : New

System : mysqlAgent

Account : usu01@%@mysqlAgent usu01@%

Actor : SOFFID\_USER@soffid

Actions log : 2023-08-03 14:38:22 null Created

[✓ Acknowledge](#)
[Send custom email](#)
[Unlock account](#)
[Lock affected accounts](#)
[Disable user](#)
[Add comment](#)
[← Close](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.

## disconnected-system

 **Image**

Issue number : 1

Created on : 8/8/2023, 2:17 PM

Issue type : disconnected-system

Description : System ActiveDirectory is offline

Times : 1

Status : New

System : ActiveDirectory

Actor : SOFFID\_ADMIN@soffid

Actions log : 2023-08-08 14:17:07 iam-sync-35.soffidnet Created

[✓ Acknowledge](#)
[Send custom email](#)
[Add comment](#)
[← Close](#)

## discovered-host

 **Image**

Issue number : 171

Created on : 9/29/2023 07:04

Issue type : discovered-host

Description : Discovered host \_gateway

Times : 1

Status : N

Actor : SOFFID\_ADMIN@soffid

Hosts : \_gateway Discovered host \_gateway

Actions log : 2023-09-29 07:04:45 - Created

[✓ Acknowledge](#)
[Send custom email](#)
[Add comment](#)
[← Close](#)

## discovered-system

 **Image**

## duplicated-user

 **Image**

Issue number : 22

Created on : 07/8/2023 11:13

Issue type : duplicated-user

Description : Duplicated user galileo ggalilei Gregor.Mendel

Times : 1

Status : New

Actor : SOFFID\_ADMIN@soffid

Users :

User name	External id	Action
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
galileo		Unknown
ggalilei		Unknown
Gregor.Mendel		Unknown

Displayed rows:

Actions log : 2023-08-07 11:13:03 pgarcia Created

requester : pgarcia@soffid Patricia García

[✓ Acknowledge](#)
[Send custom email](#)
[Merge users](#)
[Add comment](#)
[← Close](#)

## Mege users

If you click this option, Soffid will allow you to merge the identities by selecting the data of each of them.

### Image

#### Merge identities

	Gregor.Mendel	ggalilei	galileo
Merge	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes
User name		ggalilei	galileo
First name		Galileo	galileo
Last Name		Galile	galilei
Type		Internal user	External user
Primary group		scientist scientist	admingroup Enterprise Adm
Home server		Void host	Void host
Profile server		Void host	Void host
eMail			pgarcia@soffid.com
Mail server		Void host	Void host
Enabled	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes
Multi session	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Yes

## failed-job

### Image

Issue number :	12
Created on :	3/8/2023 14:43
Issue type :	failed-job
Description :	Failed job Run Test Acc script
Times :	2
Status :	New
Exception :	Unexpected error on ScriptRunnerService.runScript caused by Sourced file: inline evaluation of: "// failed-job accList = serviceLocator.getAccountService().findAccountByJsonQue . . . "
jobName :	Run Test Acc script
Actor :	SOFFID_ADMIN@soffid
Actions log :	2023-08-03 14:43:47 null Created

## enabled-account-on-disabled-user

### Image

Issue number : 169

Created on : 9/29/2023 06:41

Issue type : enabled-account-on-disabled-user

Description : The account stevie@soffid has been enabled for inactive user stevie

Times : 1

Status : N

Account : stevie@soffid Stevie Wonder

Actor : SOFFID\_ADMIN@soffid

Users :

⌵ User name	⌵ External id	⌵ Action
Filter	Filter	Filter
stevie		Unknown

Displayed rows

Actions log : 2023-09-29 06:41:14 pgarcia Created

requester : pgarcia@soffid Patricia García

[✓ Acknowledge](#)
[Send custom email](#)
[Unlock account](#)
[Lock affected accounts](#)
[Add comment](#)
[← Close](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.

## global-failed-login

 **Image**

Issue number : 10

Created on : 3/8/2023 14:26

Issue type : global-failed-login

Description : Number of failed login ratio 1.0%

Times : 1

Status : New

Percentage of failed logins : 1.0

Actor : SOFFID\_ADMIN@soffid

Actions log : 2023-08-03 14:26:36 anonymous Created

[✓ Acknowledge](#)
[Send custom email](#)
[Add comment](#)
[← Close](#)

## integration-errors

 **Image**

Issue number : 3

Created on : 3/8/2023 09:10

Issue type : integration-errors

Description : Error acting on system ActiveDirectory

Times : 3

Status : New

System : ActiveDirectory

Exception : Failed to connect to LDAP server soffid.pat with base domain dc=soffid,dc=pat : (soffid\administrator) caused by LDAPException: Unable to connect to server soffid.pat:389 (91) Connect Error

Actor : SOFFID\_ADMIN@soffid

Actions log : 2023-08-03 09:10:35 iam-sync-35.soffidnet Created  
2023-08-03 09:14:09 admin Add comment: test

[✓ Acknowledge](#)
[Send custom email](#)
[Add comment](#)
[← Close](#)

## locked-account

**Image**

Issue number : 25

Created on : 7/8/2023 12:46

Issue type : locked-account

Description : Account frank@soffid has been locked

Times : 1

Status : New

Account : frank@soffid Frank Sinatra

Actor : SOFFID\_ADMIN@soffid

Users :

△ User name	▽ External id	△ Action
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
frank		Unknown

Displayed rows:

Actions log : 2023-08-07 12:46:31 \$\$INTERNAL\$\$ Created

[✓ Acknowledge](#)
[Send custom email](#)
[Unlock account](#)
[Lock affected accounts](#)
[Disable user](#)
[Lock affected host](#)
[Unlock host](#)
[← Close](#)
  
[Add comment](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.
<b>Lock affected host</b>	If you click this option, Soffid will lock the affected host.
<b>Unlock host</b>	If you click this option, Soffid will unlock the host.

## login-different-country

## Image

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Issue number : 167  
Created on : 9/28/2023 11:08  
Issue type : login-different-country  
Description : Login from a different country \${country}

Times : 1  
Status : N  
Actor : SOFFID\_ADMIN@soffid  
Hosts : 172.20.0.1\_1695899287831

User name	External id	Action
Filter	Filter	Filter
pgarcia		Unknown

Displayed rows

Actions log : 2023-09-28 11:08:07 anonymous Created

[Acknowledge](#) [Send custom email](#) [Unlock account](#) [Lock affected accounts](#) [Disable user](#) [Lock affected host](#) [Unlock host](#) [Add comment](#) [Close](#)

### Unlock account

If you click this option, Soffil will unlock the account.

### Look affected accounts

If you click this option, Soffil will lock affected accounts.

### Disable user

If you click this option, Soffid will disable the user.

### Lock affected host

If you click this option, Soffid will lock the affected host.

### Unlock host

If you click this option, Soffid will unlock the host.

## login-from-new-device

## Image

Issue number : 7  
Created on : 3/8/2023 10:40  
Issue type : login-from-new-device  
Description : User bobm login from a new device

Times : 1  
Status : New  
Actor : SOFFID\_ADMIN@soffid  
Hosts : 172.20.0.1\_1691058967706 Autocreated on 8/3/23, 10:36:07 AM

User name	External id	Action
Filter	Filter	Filter
bobm		Unknown

Displayed rows:

Actions log : 2023-08-03 10:40:27 anonymous Created

[Acknowledge](#) [Send custom email](#) [Unlock account](#) [Lock affected accounts](#) [Disable user](#) [Lock affected host](#) [Unlock host](#) [Add comment](#) [Close](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.
<b>Lock affected host</b>	If you click this option, Soffid will lock the affected host.
<b>Unlock host</b>	If you click this option, Soffid will unlock the host.

## login-not-recognized

**Image**

Issue number : 4

Created on : 3/8/2023 09:24

Issue type : login-not-recognized

Description :

Times : 1

Status : New

Actor : SOFFID\_ADMIN@soffid

Users :

⚙ User name	⚙ External id	⚙ Action
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
master\aaaaaa		Unknown

Displayed rows:

Actions log :

✓ Acknowledge
Send custom email
Unlock account
Lock affected accounts
Disable user
Lock affected host
Unlock host

← Close

Add comment

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.
<b>Lock affected host</b>	If you click this option, Soffid will lock the affected host.
<b>Unlock host</b>	If you click this option, Soffid will unlock the host.

## otp-failures

**Image**

Issue number : 9

Created on : 3/8/2023 14:26

Issue type : otp-failures

Description : Too many OTP failures for user bobm

Times : 1

Status : New

OTP device : Security number

Actor : SOFFID\_ADMIN@soffid

Users :

User name	External id	Action
Filter	Filter	Filter
bobm		Unknown

Displayed rows

Actions log : 2023-08-03 14:26:35 anonymous Created

[Acknowledge](#)
[Send custom email](#)
[Unlock account](#)
[Lock affected accounts](#)
[Disable user](#)
[Lock affected host](#)
[Unlock host](#)
[Close](#)

[Add comment](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.
<b>Lock affected host</b>	If you click this option, Soffid will lock the affected host.
<b>Unlock host</b>	If you click this option, Soffid will unlock the host.

## pam-violation

**Image**

Issue number : 19

Created on : 07/8/2023 07:04

Issue type : pam-violation

Description : PAM rule sudo violation by user pgarcia on

Times : 1

Status : New

com.soffid.iam.api.PamRu

Actor : SOFFID\_ADMIN@soffid

Users :

User name	External id	Action
Filter	Filter	Filter
pgarcia		Unknown

Displayed rows

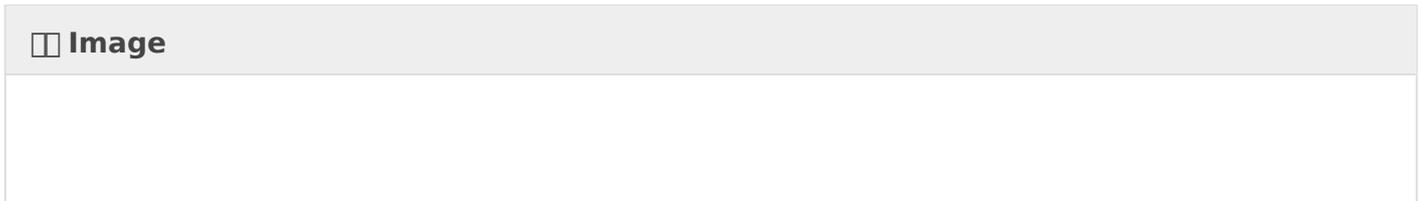
Actions log : 2023-08-07 07:04:26 anonymous Created

[Acknowledge](#)
[Send custom email](#)
[Unlock account](#)
[Lock affected accounts](#)
[Disable user](#)
[Lock affected host](#)
[Unlock host](#)
[Close](#)

[Add comment](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.
<b>Lock affected host</b>	If you click this option, Soffid will lock the affected host.
<b>Unlock host</b>	If you click this option, Soffid will unlock the host.

## password-changed



## permissions-granted

**Image**

Issue number : 13

Created on : 3/8/2023 15:03

Issue type : permissions-granted

Description : Granted permission APP\_TEST101@APP\_TEST101 to

Times : 1

Status : New

System : mysqlAgent

Role grant : APP\_TEST101 - APP\_TEST101

Actor : SOFFID\_ADMIN@soffid

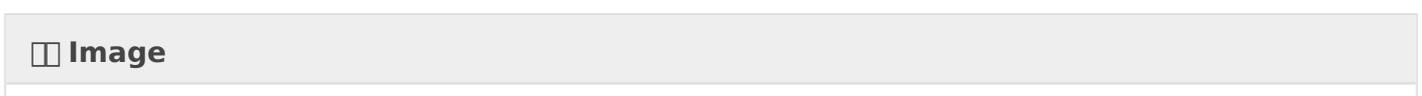
Actions log : 2023-08-03 15:03:28 null Created

✓ Acknowledge
Send custom email
Unlock account
Lock affected accounts
Disable user
Add comment

← Close

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.

## risk-increase



Issue number : 63  
 Created on : 2023/8/10 14:35  
 Issue type : risk-increase  
 Description : Risk for user freddie increased to H  
 Times : 1  
 Status : New  
 Risk : High  
 Role grant : Account Operators - Members can administer domain user and group accou  
 Account : freddie@ActiveDirectory Freddie Mercury  
 Actor : SOFFID\_ADMIN@soffid

⌵ User name	⌵ External id	⌵ Action
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
freddie		Unknown

Displayed rows:

Actions log : 2023-08-10 14:35:39 admin Created

requester : admin@soffid Soffid Administrator

- [✓ Acknowledge](#)
- [Send custom email](#)
- [Unlock account](#)
- [Lock affected accounts](#)
- [Disable user](#)
- [Add comment](#)
- [↩ Close](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.

## robot-login

### 📄 Image

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Issue number : 161  
 Created on : 9/27/2023 09:39  
 Issue type : robot-login  
 Description : Robot login detected from null  
 Times : 8  
 Status : N  
 Actor : SOFFID\_ADMIN@soffid

⌵ User name	⌵ External id	⌵ Action
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
<zxc		Unknown

Displayed rows:

Actions log : 2023-09-27 09:39:16 anonymous Created

- [✓ Acknowledge](#)
- [Send custom email](#)
- [Unlock account](#)
- [Lock affected accounts](#)
- [Disable user](#)
- [Lock affected host](#)
- [Unlock host](#)
- [Add comment](#)
- [↩ Close](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
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<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.
<b>Lock affected host</b>	If you click this option, Soffid will lock the affected host.
<b>Unlock host</b>	If you click this option, Soffid will unlock the host.

## security-exception

**Image**

Issue number : 16

Created on : 4/8/2023 09:21

Issue type : security-exception

Description : Security exception The bean encountered a non-application exception; nested exception is:  
java.lang.SecurityException: Unable to execute IssueService.listManualActions. Required roles: [issue:query]

Times : 1

Status : New

Exception : The bean encountered a non-application exception; nested exception is:  
java.lang.SecurityException: Unable to execute IssueService.listManualActions. Required roles: [issue:query]

Actor : SOFFID\_ADMIN@soffid

Users :

User name	External id	Action
Filter	Filter	Filter
aretha		Unknown

Displayed rows:

Actions log : 2023-08-04 09:21:08 aretha Created

requester : aretha@soffid Aretha Franklin

✔ Acknowledge
Send custom email
Disable user
Add comment

↩ Close

<b>Disable user</b>	If you click this option, Soffid will disable the user.
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