

Monitoring and reporting

- [Sync server monitoring](#)
- [Scheduled tasks](#)
- [Scheduled jobs](#)
- [Audit](#)
- [Access logs](#)
- [Sessions](#)
- [Console log](#)
- [Privileged accounts dashboard](#)
- [Search in PAM recordings](#)
- [Issues](#)

Sync server monitoring

Description

Soffid provides a monitoring functionality to consult all the information of the different agents and the status of each one of them and the amount of tasks assigned. Consequently, it allows diagnosing possible incidents in a quick and easy way.

This option allows you to manage all the options related to the tasks created according to the configuration of each of the agents.

Sync server

Shows a list with the URL of all the sync servers that you have configured and the options to perform for every sync server.

 **Image**

<https://sync-server-t.netcompose:1761/>

Agents status



Ver Agentes



Ver Tareas



Obtener log



Estadísticas

Reiniciar
servidorInformación
adicional<https://sync-server.netcompose:1760/>

Agents status



Ver Agentes



Ver Tareas



Obtener log



Estadísticas

Reiniciar
servidorInformación
adicional

Agent Status

The graph of agent status shows the number of agents connected (green light) and the number of agents disconnected (red light). By clicking on the captions you can select if you want to show only the connected agents, only the disconnected agents, or both agents.

Image


Agents status




View Agents

Allows you to access a new window with the information of every single agent. That page shows a list with the information about Agent, Number of the pending tasks, the Status, and the URL of the agent.

If you click one of the agents, Soffid will display all the pending tasks for that agent. If you click on one pending task, you can view the details of that task and you could perform the actions available for that depending on your permissions.

 **Image**



[Main Menu](#) > [Administration](#) > [Monitoring and reporting](#) > [Sync server monitoring](#) > <https://sync-server.netcompose:1760/>

| Agent | Tasks | Status | UrlAgents |
|-------------------------------------|-------------------------------------|-------------------------------------|--|
| <input type="text" value="Filter"/> | <input type="text" value="Filter"/> | <input type="text" value="Filter"/> | <input type="text" value="Filter"/> |
| AD soffid.pat | 4 | Connected | https://sync-server.netcompose:1760/ |
| BABELTEST | 6 | Disconnected | https://sync-server.netcompose:1760/ |
| IdP | 0 | Connected | https://sync-server.netcompose:1760/ |
| oracle | 16 | Disconnected | https://sync-server.netcompose:1760/ |
| pgarcia-standard-pc-q35-ich9-2009 | 0 | Connected | local |
| soffid | 0 | Connected | https://sync-server.netcompose:1760/ |
| SQLServer | 4 | Connected | https://sync-server.netcompose:1760/ |
| SSO | 0 | Connected | local |

Displayed rows

View Tasks

Displays a matrix with all the agents configured, all the tasks, and the status of the task for each agent. You can reload the matrix with the updated tasks.

The available status for a task are:

- Done (green light): finished tasks.
- Pending (yellow light).
- Error (red light).

If you click on one error task, Soffid will display the details of that task, the basic data, and the specific data about Execution time, Error message, Scheduled and Log detail, and Soffid will allow you to perform the available actions. If you click on one pending task, you can perform the available actions.

 **Image**

soffid

Search

[Main Menu](#) > [Administration](#) > [Monitoring and reporting](#) > [Sync server monitoring](#) > <https://sync-server.netcompose:1760/>

| Task | AD soffid... | BABELT... | IdP | oracle | pgarcia-... | soffid | SQLServer | SSO |
|--|--------------|-----------|--------|---------|-------------|--------|-----------|--------|
| Filter | Filter | Filter | Filter | Filter | Filter | Filter | Filter | Filter |
| UpdateUser sramon | ERROR | PENDING | DONE | PENDING | DONE | DONE | ERROR | DONE |
| UpdateUser sramonycajal | DONE | PENDING | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateRole DBA @ oracle | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateGroup enterprise | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateGroup users | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateRole schema admins @ AD soffid.pat | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateRole support it @ AD soffid.pat | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateRole print operators @ AD soffid.pat | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateHost 172.18.0.1_1710253044801 | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateHost 172.18.0.1_1710253057038 | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateUser userpgm | ERROR | PENDING | DONE | PENDING | DONE | DONE | ERROR | DONE |
| UpdateRole SOFFID_GROUP_MGR @ soffid | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateUser frank | ERROR | PENDING | DONE | PENDING | DONE | DONE | ERROR | DONE |
| UpdateUser etaylor | ERROR | PENDING | DONE | PENDING | DONE | DONE | ERROR | DONE |
| UpdateAccount USER02@oracle | DONE | DONE | DONE | PENDING | DONE | DONE | DONE | DONE |
| UpdateHost 172.18.0.1_1710774705338 | DONE | PENDING | DONE | PENDING | DONE | DONE | DONE | DONE |

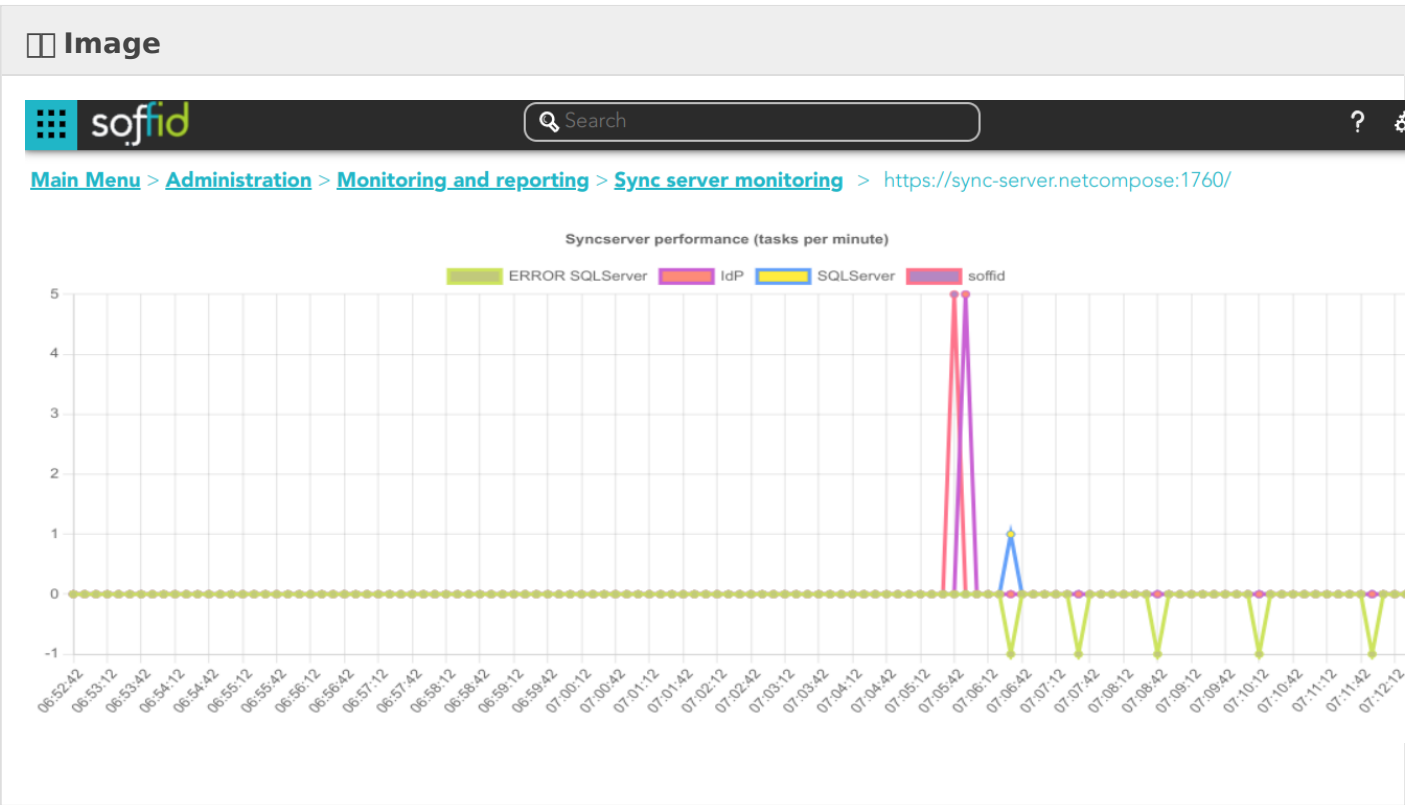
Displayed rows:

Get log

Allows you to download the Sync Server log file.

Stats

Displays the performance (tasks per minute) graph of the synchronization servers.

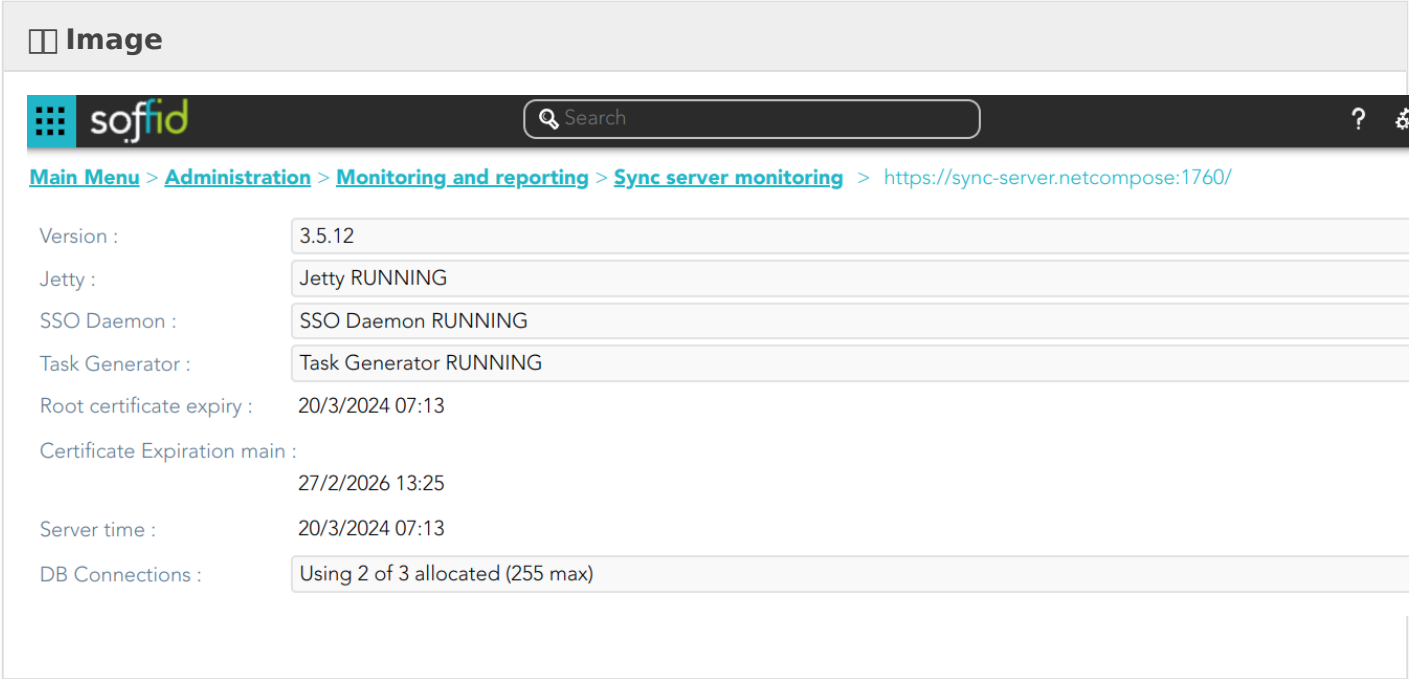


Restart server

Allows you to restart the synchronization server that hosts any agent. Soffis will ask for your confirmation before performing that action. If you confirm, the server will be restarted.

Additional information

Display the additional information of Soffid



Tasks

Active tasks

Displays a graph with information about the tasks pending to be performed on the different systems.

Tasks by server

Displays a graph with information about the tasks for each server.

View Agents

Displays a view with a list of agent tasks, regardless of which synchronization server they are running on.

Not scheduled tasks

Displays a view with a list not scheduled tasks. At that view, you can cancel and release the held tasks

Image

soffid

Search

?

[Main Menu](#) >
[Administration](#) >
[Monitoring and reporting](#) >
[Sync server monitoring](#) >

| | Task | Status |
|--------------------------|--------------------|---------|
| | Filter | Filter |
| <input type="checkbox"/> | UpdateUser cdarwin | HELD |
| <input type="checkbox"/> | UpdateUser etaylor | HELD |
| <input type="checkbox"/> | UpdateUser frank | HELD |
| <input type="checkbox"/> | UpdateGroup users1 | PENDING |

Cancel task

Release task

Displayed rows:

Screen overview

soffid

Search

[Main Menu](#) >
[Administration](#) >
[Monitoring and reporting](#) >
[Sync server monitoring](#)

<https://iam-sync-35.soffidnet:1769/>

Agents status

4

View Agents

View Tasks

Get log

Stats

Restart server

Additional Information

<https://iam-sync-35-2.soffidnet:1760/>

Agents status

4

View Agents

View Tasks

Get log

Stats

Restart server

Additional Information

Tasks

Active tasks

ActiveDirectory

BABELTEST

Mariadb

NewLDAP

SSO

Source AD: soffid.pat

idp003

soffid

Tasks by server

View Agents

Not scheduled tasks

Related objects

1. [Agents](#)
2. [Synchronization Servers](#)
3. **Tasks**

Actions

Agent actions

| | |
|----------------|---|
| Get log | Soffid displays the log trace. |
| Reset | Allows you to restart the synchronization server that hosts any agent. Soffis will ask for your confirmation before performing that action. |

Tasks actions

| | |
|--------------------|---|
| Cancel task | Allows you to cancel a specific task. Soffid will ask for your confirmation, if you confirm, that task will be canceled. |
| Prioritize | Allows you to release a specific task. Soffid will ask for your confirmation, if you confirm, that task will be executed. |

Scheduled tasks

Description

Schedule tasks display all the automatic tasks defined on Soffid, the scheduling of each task, and information about the last execution. Also, allows administrator users to update the execution of that tasks using a cron pattern and init the execution.

Screen overview

Scheduled tasks list

soffid

Search

?

[Main Menu](#) > [Administration](#) > [Monitoring and reporting](#) > Scheduled tasks

| Enabl... | Task description | Month | Day | Hour | Minute | Day o... | Server | S... | Start Date | End Date |
|----------|---|--------|--------|--------|--------|----------|--------------------|--------|-----------------|-----------------|
| Filter | Filter | Filter | Filter | Filter | Filter | Filter | Filter | Filter | Filter | Filter |
| No | newLDAP | | | | | | | | | |
| No | Reconcile all accounts from Office365_connector | * | * | 0 | 0 | * | * | | | |
| No | Reconcile all accounts from newLDAP | * | * | 0 | 0 | * | * | | | |
| No | Reconcile unmanaged accounts from 10.129.121.19 | * | * | 0 | 0 | * | * | | | |
| No | Reconcile unmanaged accounts from 10.129.122.22 | * | * | 0 | 0 | * | * | | | |
| No | Reconcile unmanaged accounts from BABELTEST | * | * | 0 | 0 | * | * | | | |
| No | Reconcile unmanaged accounts from SQLMariaDB-2 | * | * | 0 | 0 | * | * | | | |
| No | Reconcile unmanaged accounts from SQL_Connector | * | * | 0 | 0 | * | * | | | |
| Yes | Feed statistic tables | * | * | * | */5 | * | iam-sync.soffidnet | ✓ | 2/20/2023 11:35 | 2/20/2023 11:35 |

Schedule task detail

soffid

Search

?

⚙

[Main Menu](#) >
[Administration](#) >
[Monitoring and reporting](#) >
[Scheduled tasks](#)
37 / 37

Schedule

Enabled : Yes III

Task description :

Month :

Day :

Hour :

Minute :

Day of Week :

Server :

Current execution

▶ Start now

Last execution

Start Date : 2/20/2023 11:35

End Date : 2/20/2023 11:35

Execution log:

Previous executions

| Start Date | Status | Executio... |
|-----------------|--------|-------------|
| 2/20/2023 11:30 | ✓ | ⬇ |
| 2/20/2023 11:25 | ✓ | ⬇ |
| 2/20/2023 11:20 | ✓ | ⬇ |

Standard attributes

Schedule

- **Enabled:** if it is selected (value is Yes), the task will be perform on scheduled defined.
- **Task description:** brief description of the task
- **Month:** number of the month (1-12) when the task will be performed.
- **Day:** number of the day (1-31) when the task will be performed.
- **Hour:** hour (0-23) when the task will be performed.
- **Minute:** minute (0-59) when the task will be performed.
- **Day of week:** number of the day (0-7 where 0 means Sunday) of the week when the task will be performed.
- **Server:** where the agent is running.
- **Start date:** start date and time of the last execution.
- **End date:** end date and time of the last execution.
- **Status:** The available status for a task are:
 - Done (green light): finished tasks.
 - Pending (yellow light).
 - Error (red light).

For each value of month, day, hour, minute, or day of the week:

- * means any month, day, hour, minute, or day of week. e.g. */5 to schedule every five minutes.
- A single number specifies that unit value: 3
- Some comma separated numbers: 1,3,5,7

- A range of values: 1-5

Current execution

- **Start now:** this allows you to launch the task execution.

Last execution

- **Status:** The available status for a task are:
 - Done (green light): task finished.
 - Pending (yellow light): task has been started but it has not finished yet.
 - Error (red light): task could not be executed.
- **Start date:** start date and time of the last execution.
- **End date:** end date and time of the last execution.
- **Execution log:** log trace. Allows you to download the log file.

Previous executions

List with the information about the previous executions:

- **Start date:** start date and time of the execution.
- **Status:** status of the execution.
- **Execution:** log of the execution. Allows you to download the log file.

Actions

Scheduled tasks query actions

| | |
|------------------------------|---|
| Add or remove columns | Allows you to show and hide columns in the table. |
| Download CSV file | Allows you to download a CSV file with the scheduled tasks. |

Scheduled Task detail actions

| | |
|----------------------|---|
| Apply changes | Allows you to save the data of scheduled tasks. To save the data it will be mandatory to fill in the required fields. |
| Start now | Allows you to launch the task execution. |
| Undo | Allows you to undo any changes made. |
| Logs | Allows you to download the log file. |

Scheduled jobs

Description

Schedule jobs display all the asynchronous tasks generated for the workflows engine. When a job is finished, it will disappear from that list.

Standard attributes

- **ID:** job identifier.
- **Name:** job name.
- **Process:** process identifier and description.
- **Next Rerun:** date and time scheduled for next execution.
- **Failed Attempts:** number of failed attempts.
- **Status**

Actions

Scheduled jobs query actions

| | |
|------------------------------|---|
| Add or remove columns | Allows you to show and hide columns in the table. |
| Download CSV file | Allows you to download a CSV file with the information of the scheduled jobs. |

Scheduled Task detail actions

| | |
|---------------|--|
| Resume | Allows you to resume the task |
| Hold | Allows you to retain the task. |
| Close | Allows you to close the window without perform any action. |

Audit

Description

The audit trail page allows you to query for audit records. Each action done at the Soffid console will be reported.

Here you have a list of common Advanced searches, you only have to copy, paste and search, e.g.

```
// User changes trace
```

```
calendar ge "2020-01-01T00:00:00.000+01:00" AND user co "admin"
```

```
// User actions trace
```

```
calendar ge "2020-01-01T00:00:00.000+01:00" AND author co "admin"
```

```
// Soffid accounts
```

```
calendar ge "2020-01-01T00:00:00.000+01:00" AND user co "admin" AND database co "soffid"
```

```
// Created accounts
```

```
calendar ge "2020-01-01T00:00:00.000+01:00" AND action co "C" AND object co "SC_ACCOUN"
```

```
// Removed objects
```

```
calendar ge "2020-01-01T00:00:00.000+01:00" AND action co "D" AND object co "SC_ACCOUN"
```

Screen overview

Date Since "3/22/2023 00:00" ✕

Author user name Any ✕

User Any ✕

Group Any ✕

Add criteria 🔍

Basic Advanced

| 📅 Date / Time | 👤 Author | 📍 Source IP | 🔍 Action | 🎯 Purpose | 👤 User |
|-----------------|----------|--------------|---|--------------|--------|
| Filter | Filter | Filter | Filter | Filter | Filter |
| 3/22/2023 00:05 | | iam-sync | Started scheduled task Expire untrusted passwords | SC_SCHTAS | |
| 3/22/2023 00:05 | | iam-sync | Finished scheduled task Expire untrusted passwords | SC_SCHTAS | |
| 3/22/2023 00:30 | | iam-sync | Started scheduled task Disable expired passwords | SC_SCHTAS | |
| 3/22/2023 00:30 | | iam-sync | Finished scheduled task Disable expired passwords | SC_SCHTAS | |
| 3/22/2023 07:27 | pgarcia | 172.20.0.1 | | SC_FEDERA | |
| 3/22/2023 07:27 | pgarcia | 172.20.0.1 | Modified configuration parameter saml.federation.lastchange | SC_CONFIG | |
| 3/22/2023 07:39 | pgarcia | 172.20.0.1 | | SC_FEDERA | |
| 3/22/2023 07:39 | pgarcia | 172.20.0.1 | Modified configuration parameter saml.federation.lastchange | SC_CONFIG | |
| 3/22/2023 07:40 | | 172.20.0.6 | | SC_FEDERA | |
| 3/22/2023 07:40 | | 172.20.0.6 | | SC_FEDERA | |
| 3/22/2023 08:12 | | iam-sync | Applied changes for account ntesla on ActiveDirectoryDemoLab | SC_ACCOUNT N | ntesla |
| 3/22/2023 08:17 | pgarcia | iam-consol e | Exported system-ActiveDirectory | EXPORT | |
| 3/22/2023 08:22 | pgarcia | iam-consol e | Exported account-ActiveDirectory role-ActiveDirectory roleaccount-ActiveDirectory | EXPORT | |
| 3/22/2023 08:40 | pgarcia | iam-consol e | Exported account-ActiveDirectory | EXPORT | |

Displayed rows: 165

Custom attributes

- **Date/Time:** date on which the action was performed.
- **Author:** user who launched the task. When the author is empty, the Syncserver launched this task.
- **Purpose:** is the name of the internal object (also the table of the database) which the action was performed.
- **Source IP**
- **User:** identity who performed the action.
- **Information system:** details on which information system the action was performed.
- **Role:** details the role with which the action was performed.
- **Account:** if the action has taken place on an account, it will be indicated on which one in this section.
- **Group:** details the group with which the action was performed.
- **Action:** the task performed is specified.

Actions

| | |
|-----------------------|---|
| Query | Allows you to query accounts through different search systems, Quick and Advanced . |
| Add or remove columns | Allows you to show and hide columns in the table. |

Download CSV file

Allows you to download a csv file with the information of audit records.

Access logs

Description

The access log page allows querying all the information about the opened sessions.

Note that any session that was active during the specified date will be shown, even when it started before or finished after that date.

Screen overview

<https://www.youtube.com/embed/rnTFtLeyi3k?rel=0>

Custom attributes

- **Type**
- **Protocol:** access protocol.
 - SSO
 - SAML
 - PAM
 - CONSOLE
- **Start date:** date and time when start the access.
- **End date:** date and time when end the access.
- **Session:** session identifier.
- **Server**
- **Client**
- **User:** user who perform the access.
- **Information:** additional connection information.

- When the information is about the Authentication method, there are the following options:
 - **P**: Password
 - **K**: Kerberos
 - **E**: Broker
 - **O**: OTP
 - **M**: Email
 - **S**: SMS
 - **I**: PIN
 - **C**: Certificate
 - **F**: Finger print
 - **Z**: Push

Actions

| | |
|------------------------------|---|
| Query | Allows you to query accounts through different search systems, Quick and Advanced . |
| Add or remove columns | Allows to show and hide columns in the table. |
| Download CSV file | Allows to download a CSV file with the information of access logs. |

Sessions

Description

The sessions page displays the current open sessions made with ESSO, WSSO or PAM for which the user is the owner.

This functionality allows the owner users, with appropriate privileges, to open and view online a session opened by another user. It also allows them to interact if necessary.

Screen overview

<https://www.youtube.com/embed/70uv0gVHEsQ?rel=0>

Custom attributes

- **User:** name of the user who opened the session.
- **Device:** IP from which the connection was executed.
- **Client**
- **Type:**
 - ESSO
 - WSSO
 - PAM
- **Service URL:** connection URL
- **Account name:** user account name to connect.

Actions

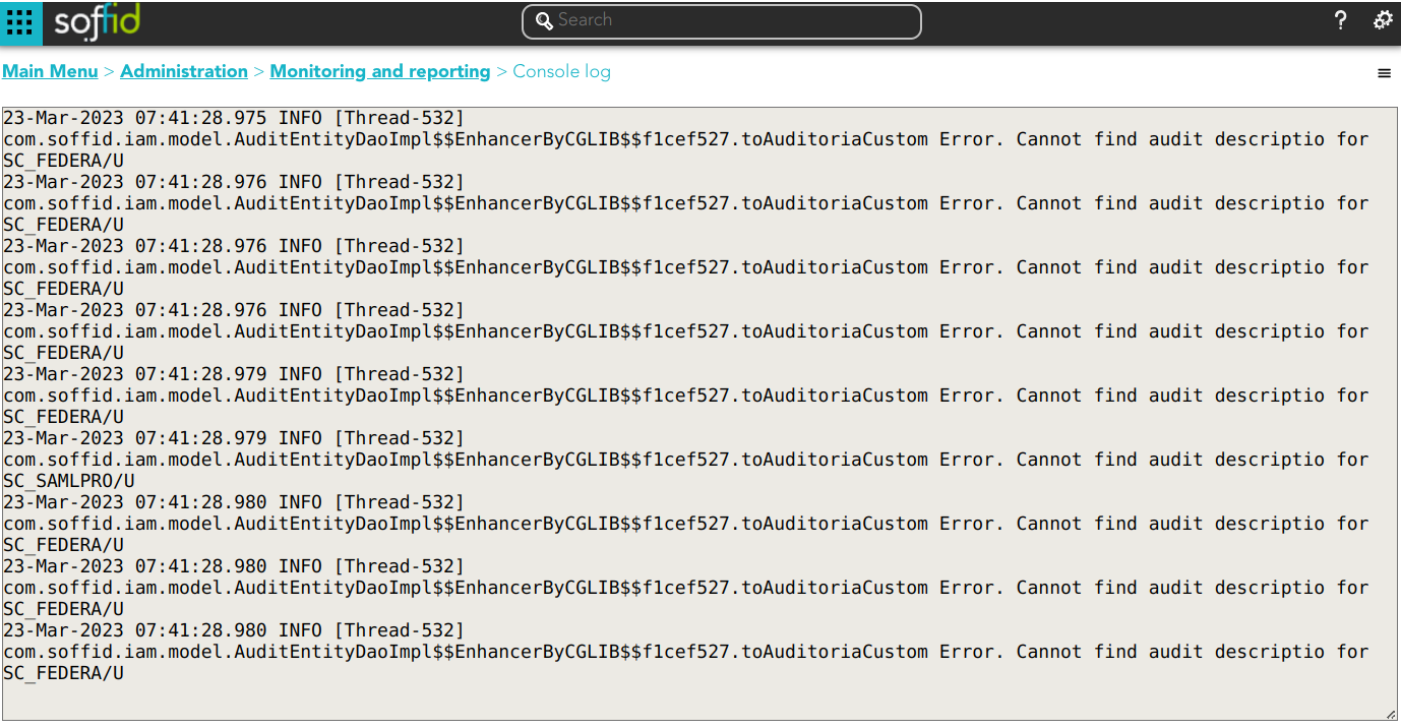
| | |
|------------------------------|--|
| Add or remove columns | Allows to show and hide columns in the table. |
| Download CSV file | Allows to download a CSV file with the information of access logs. |

Console log

Description

That option allows you to look up server logs from the console. The logs are created on the server filesystem.

Screen Overview



Actions

| | |
|----------|-------------------------------------|
| Download | Allows you to download the log file |
|----------|-------------------------------------|

Privileged accounts dashboard

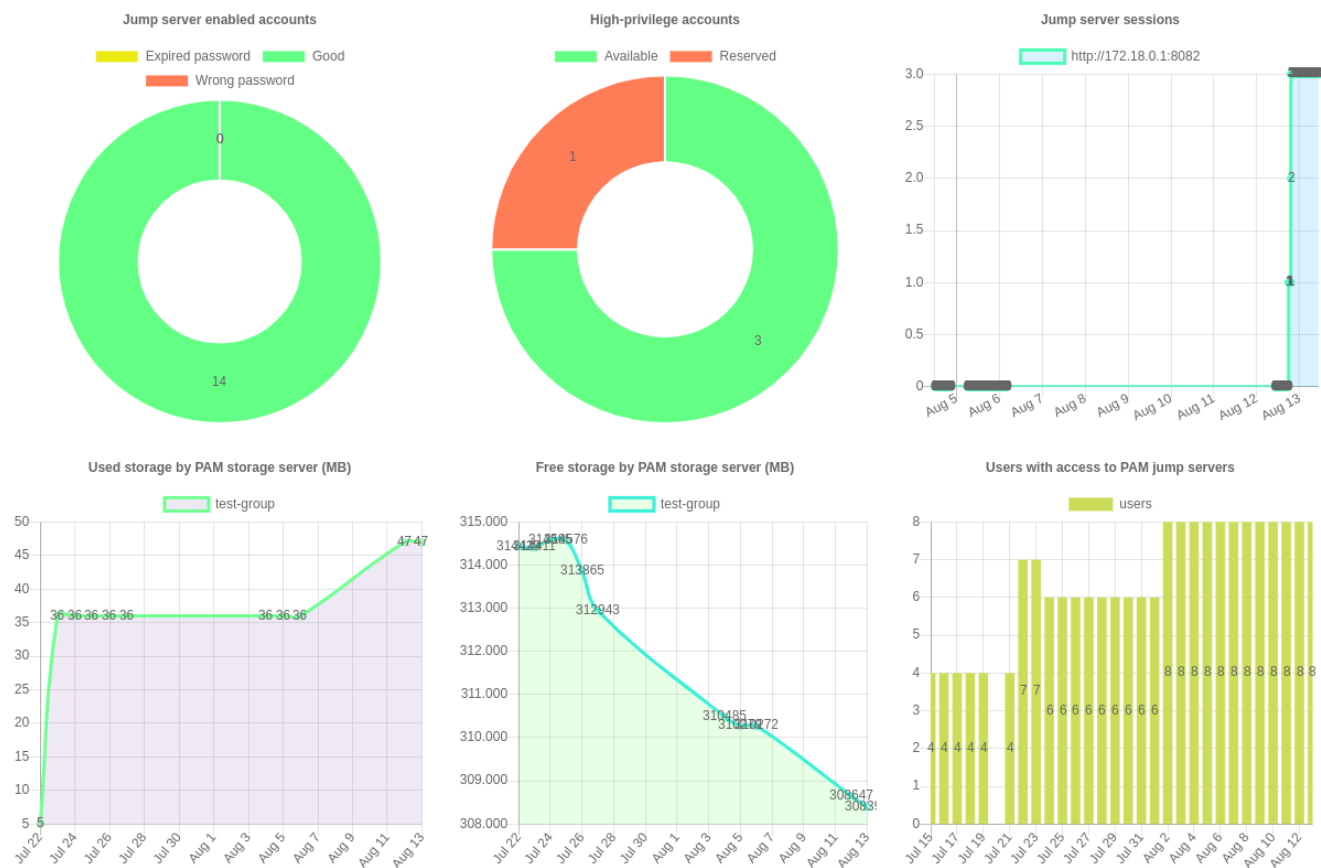
Description

Soffid provides a monitoring functionality to consult all the information about the different Jump servers installed and configured.

The displayed info is the following:

- Jump server enabled accounts.
- High-privileged accounts.
- Jump server sessions.
- Used storage by PAM storage server.
- Free storage by PAM storage server.
- User with access to PAM jump servers.

Screen overview



Related objects

- Jump servers: [Configure PAM session servers](#)
- High-privileged accounts: [Accounts](#)

To activate this view you will need to enable the **Feed statistic tables** task on the [Scheduled tasks page](#).

Search in PAM recordings

Description

Soffid provides the functionality that allows searching for information about the PAM recording sessions.

That option is located on `Main Menu > Administration > Monitoring and reporting > Search in PAM recordings`

First of all, to query the PAM recording, you could apply some filters to refine your search. Then, when you click the Search button, Soffid will show you all the recording sessions that comply with the criteria specified.

If you click on one record, Soffid will show you a new page with all the data about the session and the recorded video. If you query with a typed keys filter, a bookmark with the minute and second will show, and it will allow you to go directly to that point and view the action.

Screen overview

https://www.youtube.com/embed/v1OR_1KMcTQ?rel=0

Standard attributes

- **Jum server group:** used to connect to the system.
- **URL:** service URL
- **Typed keys:** allows you to search in PAM recording
 - **Typed keys** by the user on the system.
 - Other information:
 - violation of rule
 - Ctrl
 - "[ctrl]+l"
 - "[ctrl]+d"
 - ...

- **Screenshot contents** by screen content
- **User name:** user who created the session.
- **Start date**

Actions

| | |
|--------------------------|--|
| Download CSV file | Allows you to download a CSV file with the PAM recording information. |
| Search | Allows you to query the PAM recording by applying some filters. |
| View recording | Allows you to view the recording. You need to click on the record of the PAM recording that you want to view, then Soffid will show you a new page with all the information about the session and the recording video. |

Issues

Definition

Soffid provides a tool to manage all issues and allows you to perform the operations available for each type of task. The actions to be performed will depend on each kind of task.

You can find this functionality in the following path:

Main Menu > Administration > Monitoring and reporting > Issues

Screen Overview

Issues

[Main Menu](#) > [Administration](#) > [Monitoring and reporting](#) > [Issues](#)

Issue type Any

Description Any

Add criteria

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

| <input type="checkbox"/> | Issue type | Description | Status | Created on |
|--------------------------|-----------------------|---|--------|----------------|
| | Filter | Filter | Filter | Filter |
| <input type="checkbox"/> | failed-job | Failed job Run Test Acc script | New | 3/8/2023 14:43 |
| <input type="checkbox"/> | account-created | Created account usu01@%@mysqlAgent in target system mysqlAgent | New | 3/8/2023 14:38 |
| <input type="checkbox"/> | global-failed-login | Number of failed login ratio 1.0% | New | 3/8/2023 14:26 |
| <input type="checkbox"/> | otp-failures | Too many OTP failures for user bobm | New | 3/8/2023 14:26 |
| <input type="checkbox"/> | otp-failures | Too many OTP failures for user bob | Solved | 3/8/2023 10:44 |
| <input type="checkbox"/> | login-from-new-device | User bobm login from a new device | New | 3/8/2023 10:40 |
| <input type="checkbox"/> | login-from-new-device | User bob login from a new device | Solved | 3/8/2023 10:30 |
| <input type="checkbox"/> | login-not-recognized | Unknown user bopbop trying to log in | New | 3/8/2023 09:27 |
| <input type="checkbox"/> | login-not-recognized | Unknown user master\aaaaaa trying to log in | New | 3/8/2023 09:24 |
| <input type="checkbox"/> | integration-errors | Error acting on system ActiveDirectory | New | 3/8/2023 09:10 |
| <input type="checkbox"/> | account-created | Created account test10@%@mysqlAgent in target system mysqlAgent | New | 3/8/2023 08:53 |

Related objects

- 1. [User](#)
- 2. [Accounts](#)

Standard attributes

- **Issue number:** an incremental number to identify the issue.
- **Created on:** date of creation.
- **Issue type:** issue list defined by Soffid.
- **Description:** a brief description of the issue.
- **Times:** number of times the issue has been repeated.
- **Status:** possible task status. There are three available statuses:
 - **New**
 - Acknowledged
 - Solved
- **Exception:** Error occurred
- **jobName**
- **Actor:** owner of this issue.
- **Actions log:** each of the actions that have been carried out on the issue.

Actions


Issues query action

| | |
|-----------------------|---|
| Download CSV file | Allows you to download a CSV file with the issue data. |
| Add or remove columns | 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

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

account-created

| |
|---|
|  Image |
|---|

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

| | |
|------------------------|---|
| 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. |

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 |

Actions log :

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

Displayed rows:

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 | ggallei | galileo |
|----------------|---|---|---|
| Merge | <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes |
| User name | | ggallei | 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Multi session | <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes |

Back

Next

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

Acknowledge

Send custom email

Add comment

Close

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@soffidStevie Wonder

Actor :SOFFID_ADMIN@soffid

Users :

| User name | External id | Action |
|-----------|-------------|---------|
| Filter | Filter | Filter |
| stevie | | Unknown |

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

requester :pgarcia@soffidPatricia García

✓ Acknowledge

Send custom email

Unlock account

Lock affected accounts

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. |

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 |
|-----------|-------------|---------|
| Filter | Filter | 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

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-different-country

Image

[Main Menu](#) > [Administration](#) > [Monitoring and reporting](#) > [Issues](#) 1 / 8 ▶

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](#)

| | |
|------------------------|---|
| 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-not-recognized

Image

Issue number :

4

Created on :

3/8/2023 09:24

Issue type :

login-not-recognized

Description :

Unknown user master\aaaaaa trying to log in

Times :

1

Status :

New

Actor :

SOFFID_ADMIN@soffid

Users :

| User name | External id | Action |
|---------------|-------------|---------|
| Filter | Filter | Filter |
| master\aaaaaa | | Unknown |

Actions log :

2023-08-03 09:24:19 \$\$INTERNAL\$\$ Created

Displayed rows:

✓ Acknowledge

Send custom email

Unlock account

Lock affected accounts

Disable user

Lock affected host

Unlock host

← Close

Add comment

| | |
|------------------------|---|
| 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. |

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 |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="text" value="Filter"/> | <input type="text" value="Filter"/> | <input type="text" value="Filter"/> |
| bobm | | Unknown |

Actions log :

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

Displayed rows

✓ Acknowledge

Send custom email

Unlock account

Lock affected accounts

Disable user

Lock affected host

Unlock host

↩ Close

Add comment

| | |
|------------------------|---|
| 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. |

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 |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="text" value="Filter"/> | <input type="text" value="Filter"/> | <input type="text" value="Filter"/> |
| pgarcia | | Unknown |

Actions log :

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

Displayed rows

✓ Acknowledge

Send custom email

Unlock account

Lock affected accounts

Disable user

Lock affected host

Unlock host

↩ Close

Add comment

| | |
|------------------------|---|
| 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. |

password-changed

Image

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

| | |
|------------------------|---|
| 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. |

risk-increase

Image

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@ActiveDirectoryFreddie Mercury

Actor :SOFFID_ADMIN@soffid

Users :

| User name | External id | Action |
|-----------|-------------|---------|
| Filter | Filter | Filter |
| freddie | | Unknown |

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

requester :admin@soffidSoffid Administrator

Acknowledge

Send custom email

Unlock account

Lock affected accounts

Disable user

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. |

robot-login

Image

Main Menu > Administration > Monitoring and reporting > Issues < 2 / 2

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

Hosts :

| User name | External id | Action |
|-----------|-------------|---------|
| Filter | Filter | Filter |
| <zxc | | Unknown |

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

| | |
|----------------|---|
| 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. |

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 |

Actions log :

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

requester :

aretha@soffid

Aretha Franklin

✓ Acknowledge

Send custom email

Disable user

Add comment

↩ Close

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