

# Monitoring and reporting

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# 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	<a href="https://sync-server.netcompose:1760/">https://sync-server.netcompose:1760/</a>
<b>BABELTEST</b>	<b>6</b>	<b>Disconnected</b>	<b><a href="https://sync-server.netcompose:1760/">https://sync-server.netcompose:1760/</a></b>
IdP	0	Connected	<a href="https://sync-server.netcompose:1760/">https://sync-server.netcompose:1760/</a>
<b>oracle</b>	<b>16</b>	<b>Disconnected</b>	<b><a href="https://sync-server.netcompose:1760/">https://sync-server.netcompose:1760/</a></b>
pgarcia-standard-pc-q35-ich9-2009	0	Connected	local
soffid	0	Connected	<a href="https://sync-server.netcompose:1760/">https://sync-server.netcompose:1760/</a>
SQLServer	4	Connected	<a href="https://sync-server.netcompose:1760/">https://sync-server.netcompose:1760/</a>
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

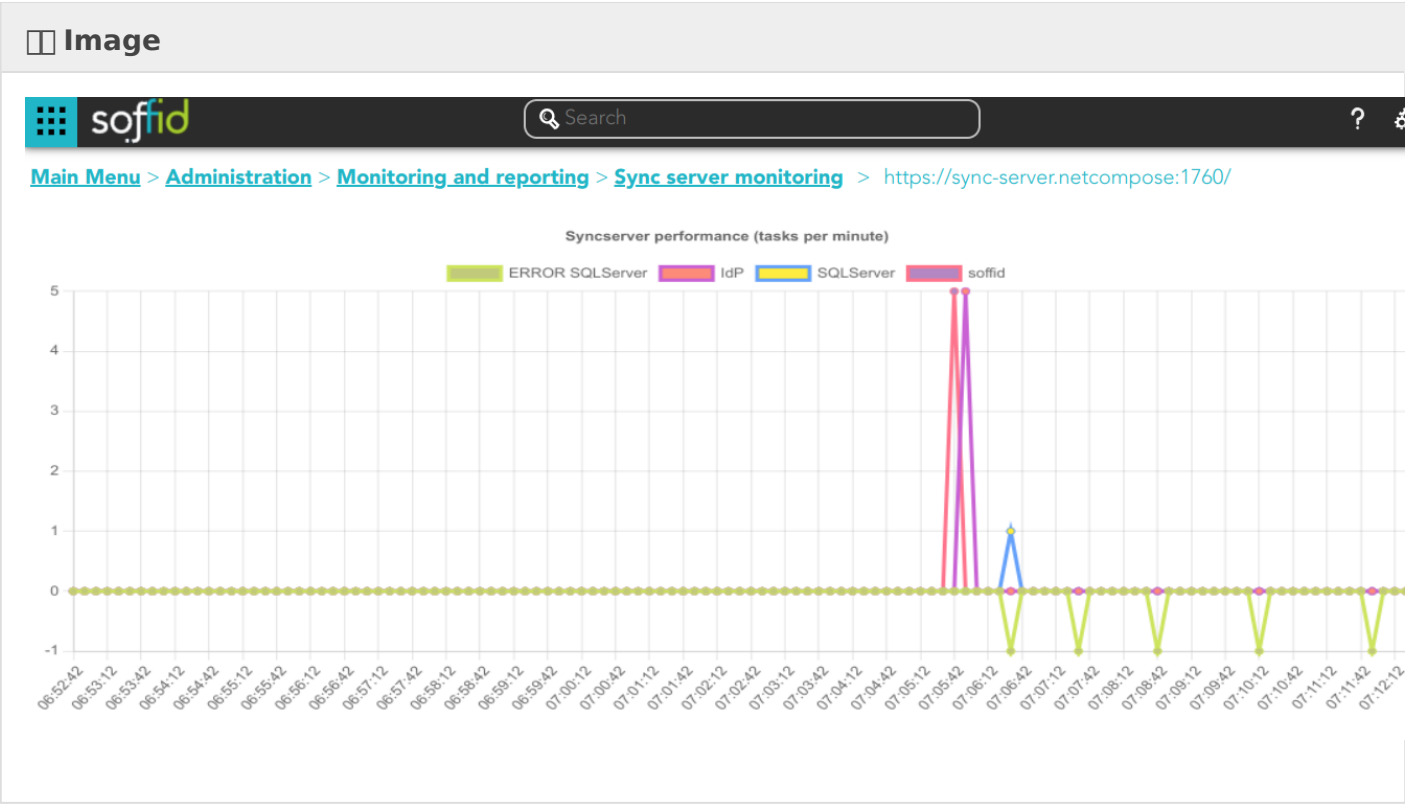
Displayed rows:

# Get log

Allows you to download the Sync Server log file.

# Stats

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

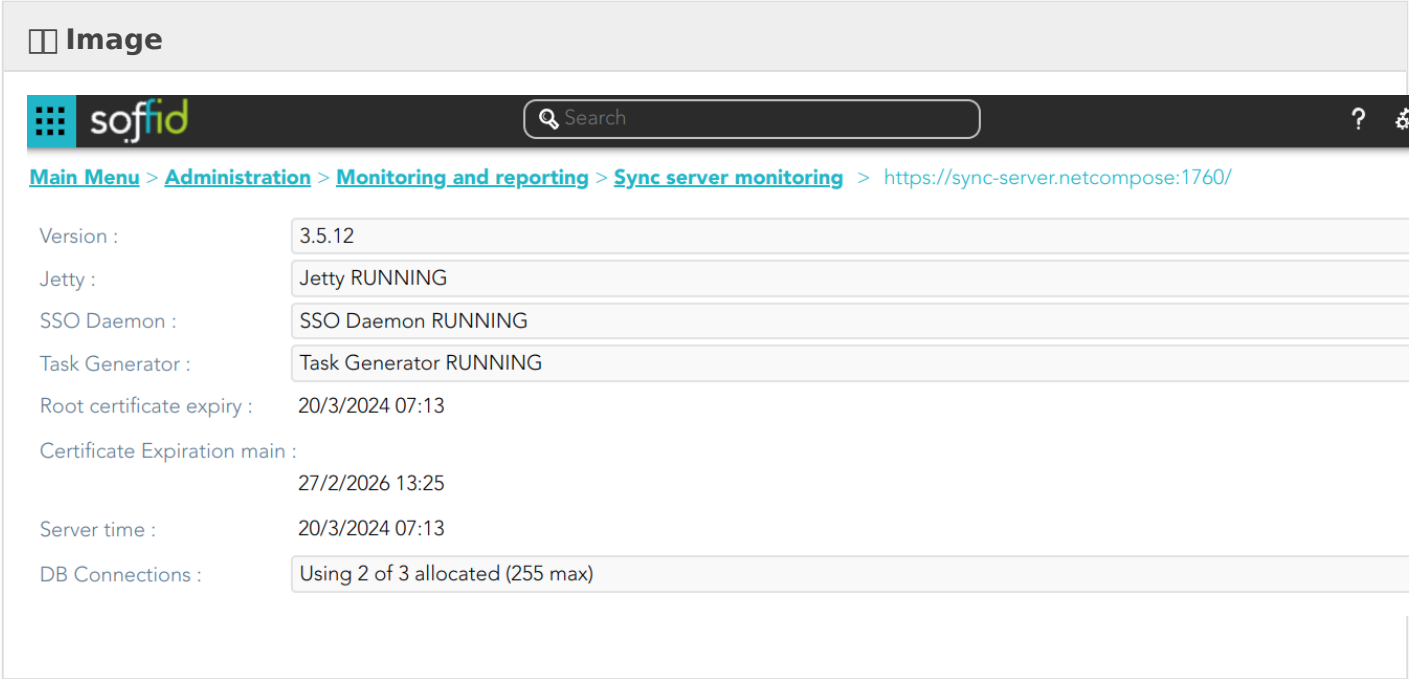


# Restart server

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

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

## Tasks actions

<b>Cancel task</b>	Allows you to cancel a specific task. Soffid will ask for your confirmation, if you confirm, that task will be canceled.
<b>Prioritize</b>	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 :

Feed statistic tables

Month :

\*

Day :

\*

Hour :

\*

Minute :

\* / 5

Day of Week :

\*

Server :

iam-sync:soffidnet

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

<b>Add or remove columns</b>	Allows you to show and hide columns in the table.
<b>Download CSV file</b>	Allows you to download a CSV file with the scheduled tasks.

## Scheduled Task detail actions

<b>Apply changes</b>	Allows you to save the data of scheduled tasks. To save the data it will be mandatory to fill in the required fields.
<b>Start now</b>	Allows you to launch the task execution.
<b>Undo</b>	Allows you to undo any changes made.
<b>Logs</b>	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

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

### Scheduled Task detail actions

<b>Resume</b>	Allows you to resume the task
<b>Hold</b>	Allows you to retain the task.
<b>Close</b>	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
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="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-console	Exported system-ActiveDirectory	EXPORT	
3/22/2023 08:22	pgarcia	iam-console	Exported account-ActiveDirectory role-ActiveDirectory roleaccount-ActiveDirectory	EXPORT	
3/22/2023 08:40	pgarcia	iam-console	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, <a href="#">Quick and Advanced</a> .
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

<b>Query</b>	Allows you to query accounts through different search systems, <u>Quick and Advanced</u> .
<b>Add or remove columns</b>	Allows to show and hide columns in the table.
<b>Download CSV file</b>	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

<b>Add or remove columns</b>	Allows to show and hide columns in the table.
<b>Download CSV file</b>	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

[?](#)

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

23-Mar-2023 07:41:28.975 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_FEDERA/U  
23-Mar-2023 07:41:28.976 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_FEDERA/U  
23-Mar-2023 07:41:28.976 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_FEDERA/U  
23-Mar-2023 07:41:28.976 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_FEDERA/U  
23-Mar-2023 07:41:28.979 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_FEDERA/U  
23-Mar-2023 07:41:28.979 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_SAMLPRO/U  
23-Mar-2023 07:41:28.980 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_FEDERA/U  
23-Mar-2023 07:41:28.980 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_FEDERA/U  
23-Mar-2023 07:41:28.980 INFO [Thread-532]  
com.soffid.iam.model.AuditEntityDaoImpl\$\$EnhancerByCGLIB\$\$f1cef527.toAuditoriaCustom Error. Cannot find audit descriptio for SC\_FEDERA/U

## Actions

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

# Privileged accounts dashboard

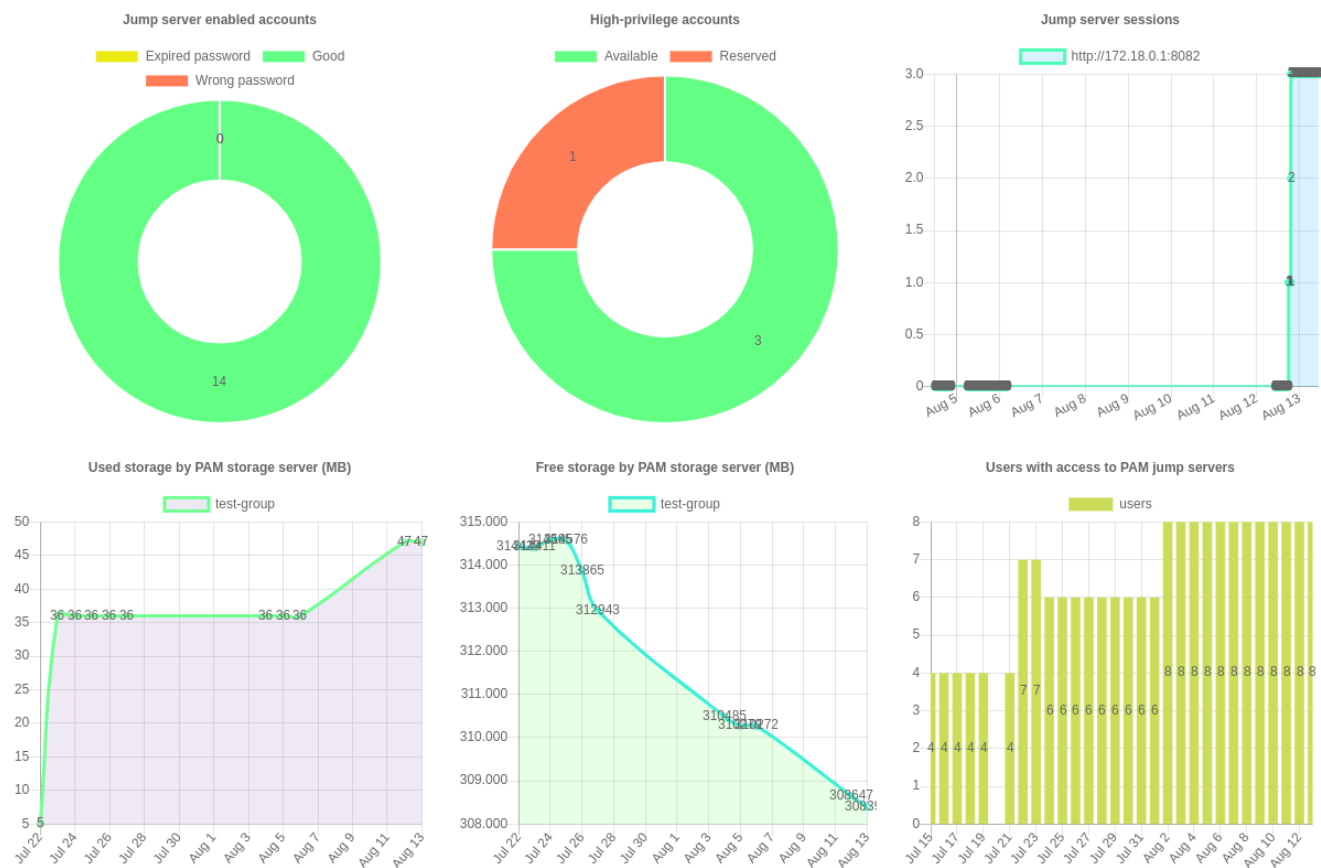
## Description

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](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

<b>Download CSV file</b>	Allows you to download a CSV file with the PAM recording information.
<b>Search</b>	Allows you to query the PAM recording by applying some filters.
<b>View recording</b>	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
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 type="checkbox"/> No <input checked="" type="checkbox"/> Yes
Multi session		<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@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

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 :Users :

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.
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