
Issue Actions

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

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[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

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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

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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

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[Merge users](#)
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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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input checked="" 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 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

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

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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

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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

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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

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[Lock affected accounts](#)
[Disable user](#)
[Lock affected host](#)
[Unlock host](#)
[← Close](#)

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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

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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

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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

Displayed rows:

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

✓ 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
Filter	Filter	Filter
bobm		Unknown

Displayed rows

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

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[Disable user](#)
[Lock affected host](#)
[Unlock host](#)
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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
Filter	Filter	Filter
pgarcia		Unknown

Displayed rows

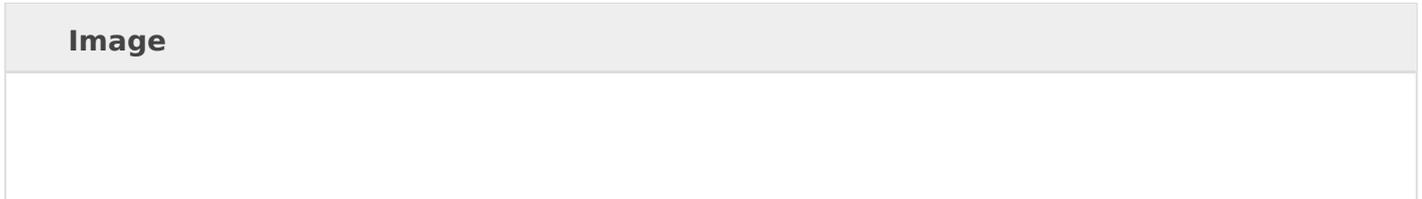
Actions log : 2023-08-07 07:04:26 anonymous Created

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[Lock affected accounts](#)
[Disable user](#)
[Lock affected host](#)
[Unlock host](#)
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[Add comment](#)

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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



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



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

Users :

User name	External id	Action
freddie		Unknown

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

requester : admin@soffid Soffid Administrator

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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
<zxc		Unknown

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

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[Lock affected accounts](#)
[Disable user](#)
[Lock affected host](#)
[Unlock host](#)
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Unlock account	If you click this option, Soffil will unlock the account.
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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
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="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

Disable user	If you click this option, Soffid will disable the user.
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Revision #25

Created 27 July 2023 07:38:22 by pgarcia@soffid.com

Updated 2 October 2023 10:21:54 by pgarcia@soffid.com