

# 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 AnyDescription AnyAdd criteria

QuickBasicAdvanced

	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	<div><div></div><div>Yes</div><div>No</div></div>	<div><div></div><div>Yes</div><div>No</div></div>	<div><div></div><div>Yes</div><div>No</div></div>
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		<div><div></div><div>Yes</div><div>No</div></div>	<div><div></div><div>Yes</div><div>No</div></div>
Multi session		<div><div></div><div>Yes</div><div>No</div></div>	<div><div></div><div>Yes</div><div>No</div></div>

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

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Issue number : 167  
Created on : 9/28/2023 11:08  
Issue type : login-different-country  
Description : Login from a different country \${country}  
Times : 1  
Status : N  
Actor : SOFFID\_ADMIN@soffid  
Hosts : 172.20.0.1\_1695899287831

⚙ User name	⚙ External id	⚙ Action
Filter	Filter	Filter
pgarcia		Unknown

Displayed rows

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

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

### Unlock account

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

### Look affected accounts

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

### Disable user

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

### Lock affected host

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

### Unlock host

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

## login-from-new-device

## Image

Issue number : 7  
Created on : 3/8/2023 10:40  
Issue type : login-from-new-device  
Description : User bobm login from a new device  
Times : 1  
Status : New  
Actor : SOFFID\_ADMIN@soffid  
Hosts : 172.20.0.1\_1691058967706 Autocreated on 8/3/23, 10:36:07 AM

⚙ User name	⚙ External id	⚙ Action
Filter	Filter	Filter
bobm		Unknown

Displayed rows:

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

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



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 :  
Created on :  
Issue type :  
Description :  
Times :  
Status :  
Risk :  
Role grant :  
Account :  
Actor :  
Users :

63  
2023/8/10 14:35  
risk-increase  
Risk for user freddie increased to H  
1  
New  
High  
Account Operators - Members can administer domain user and group accou  
freddie@ActiveDirectory  
SOFFID\_ADMIN@soffid  
Freddie Mercury  
Freddie Mercury  
Unknown

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

requester :  
admin@soffid  
Soffid Administrator

Acknowledge

Send custom email

Unlock account

Lock affected accounts

Disable user

Add comment

Close

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

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Issue number :  
Created on :  
Issue type :  
Description :  
Times :  
Status :  
Actor :  
Hosts :  
Users :

161  
9/27/2023 09:39  
robot-login  
Robot login detected from null  
8  
N  
SOFFID\_ADMIN@soffid  
<zxc

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.
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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
Filter	Filter	Filter
aretha		Unknown

Actions log :

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

requester :aretha@soffidAretha 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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