

# 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

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

## Issue detail

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

## account-created

 <b>Image</b>
--

Issue number : 11

Created on : 3/8/2023 14:38

Issue type : account-created

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

Times : 1

Status : New

System : mysqlAgent

Account : usu01@%@mysqlAgent usu01@%


Actor : SOFFID\_USER@soffid

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

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[Send custom email](#)
[Unlock account](#)
[Lock affected accounts](#)
[Disable user](#)
[Add comment](#)
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<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.

## disconnected-system

 **Image**

Issue number : 1

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

Issue type : disconnected-system

Description : System ActiveDirectory is offline

Times : 1

Status : New


System : ActiveDirectory

Actor : SOFFID\_ADMIN@soffid

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

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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

Displayed rows:

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

requester : pgarcia@soffid Patricia García

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

## failed-job

### Image

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

## enabled-account-on-disabled-user

### Image

Issue number : 169

Created on : 9/29/2023 06:41

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

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

Times : 1

Status : N

Account : stevie@soffid Stevie Wonder

Actor : SOFFID\_ADMIN@soffid

Users :

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

Displayed rows


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

requester : pgarcia@soffid Patricia García

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

## global-failed-login

 **Image**

Issue number : 10

Created on : 3/8/2023 14:26

Issue type : global-failed-login

Description : Number of failed login ratio 1.0%

Times : 1

Status : New


Percentage of failed logins : 1.0

Actor : SOFFID\_ADMIN@soffid

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

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

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

## login-different-country

## Image

[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

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

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

## login-not-recognized

**Image**

Issue number : 4

Created on : 3/8/2023 09:24

Issue type : login-not-recognized

Description : 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

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

## otp-failures

**Image**

Issue number : 9

Created on : 3/8/2023 14:26

Issue type : otp-failures

Description : Too many OTP failures for user bobm

Times : 1

Status : New

OTP device : Security number

Actor : SOFFID\_ADMIN@soffid

Users :

User name	External id	Action
Filter	Filter	Filter
bobm		Unknown

Displayed rows

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

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

[Add comment](#)

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

## pam-violation

**Image**

Issue number : 19

Created on : 07/8/2023 07:04

Issue type : pam-violation

Description : PAM rule sudo violation by user pgarcia on

Times : 1

Status : New

com.soffid.iam.api.PamRu

Actor : SOFFID\_ADMIN@soffid

Users :

User name	External id	Action
Filter	Filter	Filter
pgarcia		Unknown

Displayed rows

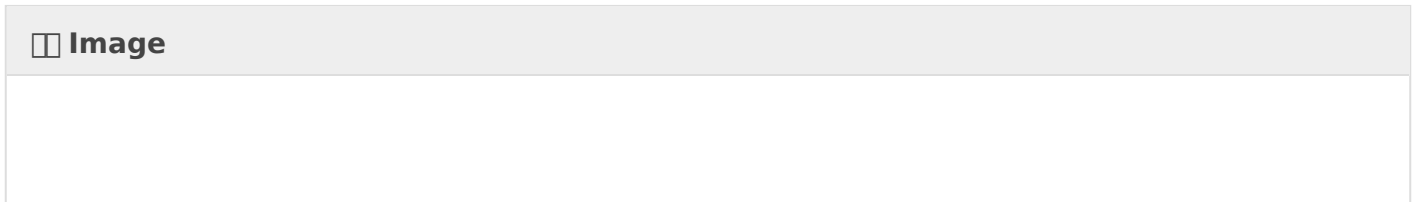
Actions log : 2023-08-07 07:04:26 anonymous Created

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

[Add comment](#)

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

## password-changed



## permissions-granted

**Image**

Issue number : 13

Created on : 3/8/2023 15:03

Issue type : permissions-granted

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

Times : 1

Status : New

System : mysqlAgent

Role grant : APP\_TEST101 - APP\_TEST101

Actor : SOFFID\_ADMIN@soffid

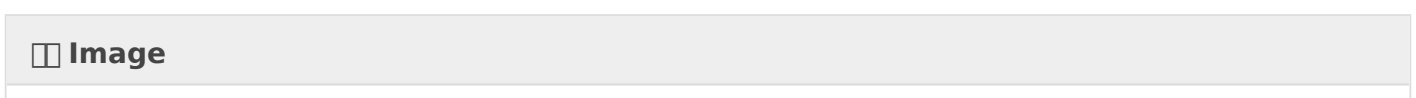
Actions log : 2023-08-03 15:03:28 null Created

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

← Close

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

## risk-increase



Issue number : 63  
 Created on : 2023/8/10 14:35  
 Issue type : risk-increase  
 Description : Risk for user freddie increased to H

Times : 1  
 Status : New  
 Risk : High  
 Role grant : Account Operators - Members can administer domain user and group accou  
 Account : freddie@ActiveDirectory Freddie Mercury  
 Actor : SOFFID\_ADMIN@soffid

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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[Send custom email](#)
[Unlock account](#)
[Lock affected accounts](#)
[Disable user](#)
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<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.

## robot-login

**Image**

[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

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

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

## security-exception

**Image**

Issue number : 16

Created on : 4/8/2023 09:21

Issue type : security-exception

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

Times : 1

Status : New

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

Actor : SOFFID\_ADMIN@soffid

Users :

User name	External id	Action
Filter	Filter	Filter
aretha		Unknown

Displayed rows:

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

requester : aretha@soffid Aretha Franklin

✓ Acknowledge
Send custom email
Disable user
Add comment

↩ Close

<b>Disable user</b>	If you click this option, Soffid will disable the user.
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Revision #24

Created 7 June 2023 14:58:14

Updated 27 September 2023 12:57:20