

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

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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

[✓ Acknowledge](#)
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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 type="checkbox"/> Yes <input checked="" 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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[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. |

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

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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 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 :

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"/> |
| master\aaaaaa | | Unknown |

Displayed rows:

Actions log :

✓ 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

[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 |
|-----------|-------------|---------|
| Filter | Filter | Filter |
| pgarcia | | Unknown |

Displayed rows

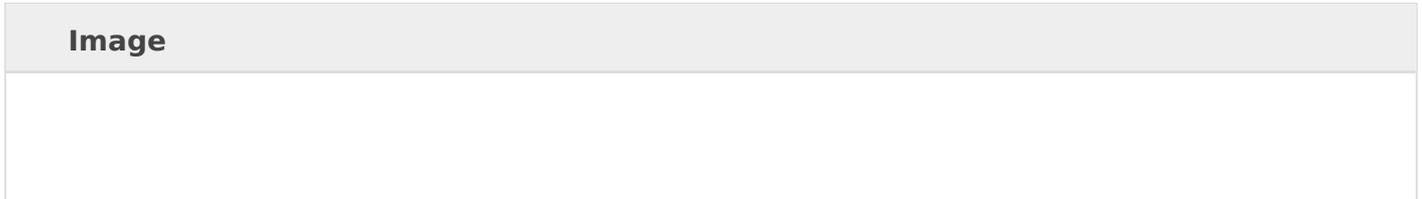
Actions log : 2023-08-07 07:04:26 anonymous Created

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[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



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

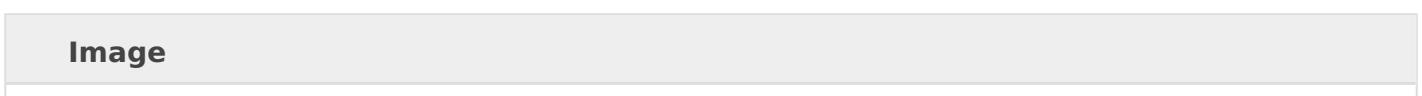
Actions log : 2023-08-03 15:03:28 null Created

✓ 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

| ⌵ User name | ⌵ External id | ⌵ Action |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="text" value="Filter"/> | <input type="text" value="Filter"/> | <input type="text" value="Filter"/> |
| freddie | | Unknown |

Displayed rows:

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

requester : admin@soffid Soffid Administrator

- [✓ Acknowledge](#)
- [Send custom email](#)
- [Unlock account](#)
- [Lock affected accounts](#)
- [Disable user](#)
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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

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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

| ⌵ User name | ⌵ External id | ⌵ Action |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="text" value="Filter"/> | <input type="text" value="Filter"/> | <input type="text" value="Filter"/> |
| <zxc | | Unknown |

Displayed rows:

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](#)
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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. |

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

Revision #24

Created 7 June 2023 14:58:14 by pgarcia@soffid.com

Updated 27 September 2023 12:57:20 by pgarcia@soffid.com