

# My issues

## Description

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.

## Screen overview

[Main Menu](#) > [My issues](#)

Issue type Any

Description Any

Add criteria

[Quick](#) [Basic](#) [Advanced](#)

	Issue type	Description	Status	Created on
	Filter	Filter	Filter	Filter
<input type="checkbox"/>	login-not-recognized	Unknown user aaaaaaa trying to log in	New	26/7/2023 06:51
<input type="checkbox"/>	login-not-recognized	Unknown user bob trying to log in	New	26/7/2023 06:51
<input type="checkbox"/>	otp-failures	Too many OTP failures for user bob	New	25/7/2023 09:33
<input type="checkbox"/>	otp-failures	Too many OTP failures for user bob	New	25/7/2023 09:31
<input type="checkbox"/>	otp-failures	Too many OTP failures for user bob	Acknowledged	25/7/2023 09:30
<input type="checkbox"/>	otp-failures	Too many OTP failures for user bob	New	25/7/2023 07:48
<input type="checkbox"/>	pam-violation	PAM rule \${pamRule} violation by user admin on	New	26/7/2023 13:27
<input type="checkbox"/>	pam-violation	PAM rule \${pamRule} violation by user admin on	New	26/7/2023 13:18
<input type="checkbox"/>	risk-increase	Risk for user bob increased to H	New	26/7/2023 08:25
<input type="checkbox"/>	security-exception	Security exception Unable to execute AdditionalDataService.findCustomObjectTypeByName. Required roles: [customObjectType:query]	New	26/7/2023 07:36

Displayed rows: 25

## Standard attributes

- **Issue type:** issue list defined by Soffid.
- **Description:** a brief description of the issue.
- **Status:** possible task status. There are three available statuses:
  - **New**
  - Acknowledged
  - Solved

- **Created on:** date of creation

# 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

 **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
Filter	Filter	Filter
galileo		Unknown
ggalilei		Unknown
Gregor.Mendel		Unknown

Actions log :

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

requester :

pgarcia@soffid

Patricia García

Acknowledge

Send custom email

Merge users

Add comment

Close

## Mege users

## 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@soffidFrank Sinatra

Actor :SOFFID\_ADMIN@soffid

Users :

User name	External id	Action
Filter	Filter	Filter
frank		Unknown

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 > Issues1 / 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

Users :

User name	External id	Action
Filter	Filter	Filter
pgarcia		Unknown

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\_1691058967706Autocreated on 8/3/23, 10:36:07 AM

Users :

User name	External id	Action
Filter	Filter	Filter
bobm		Unknown

Actions log :

2023-08-03 10:40:27 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.

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

Display 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
Filter	Filter	Filter
bobm		Unknown

Actions log :

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

Display 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
Filter	Filter	Filter
pgarcia		Unknown

Actions log :

2023-08-07 07:04:26 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.

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@ActiveDirectory

Freddie 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@soffid

Soffid Administrator

✓ Acknowledge

Send custom email

Unlock account

Lock affected accounts

Disable user

Add comment

↩ Close

Displayed rows:



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.