

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](#)

<input type="checkbox"/>	Issue type	Description	Status	Created on
	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="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

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

Displayed rows:

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

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 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 checked="" type="checkbox"/> Yes
Multi session		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

← 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
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
stevie		Unknown

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
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
frank		Unknown

Actions log : 2023-08-07 12:46:31 \$\$INTERNAL\$\$ Created

Displayed rows:

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

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

Displayed rows:

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

Users :

⌵ User name	⌵ External id	⌵ Action
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="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
← 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

Buttons: 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.

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

Buttons: 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.

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
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 : 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](#) [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 : 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 :

User name	External id	Action
Filter	Filter	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
↩ 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.

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](#)

Disable user	If you click this option, Soffid will disable the user.
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Revision #6
 Created 19 July 2023 09:29:05
 Updated 28 September 2023 07:17:47