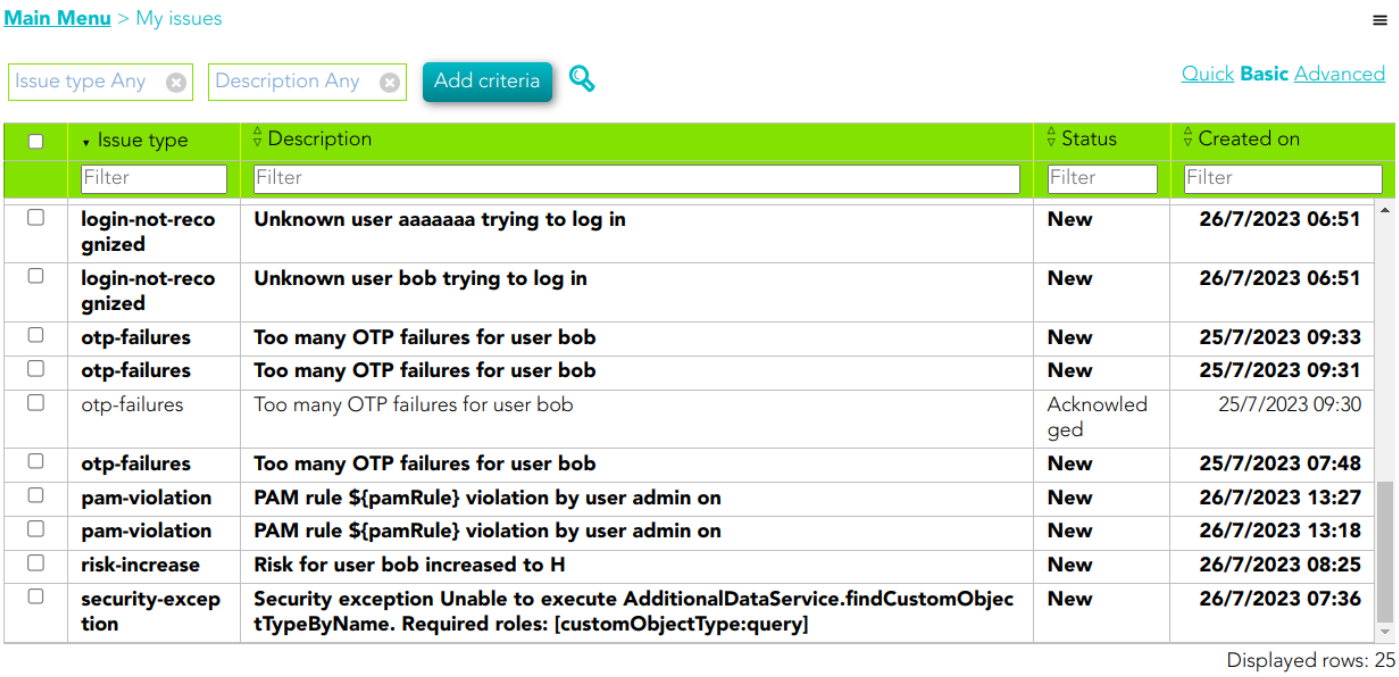
My issues

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



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

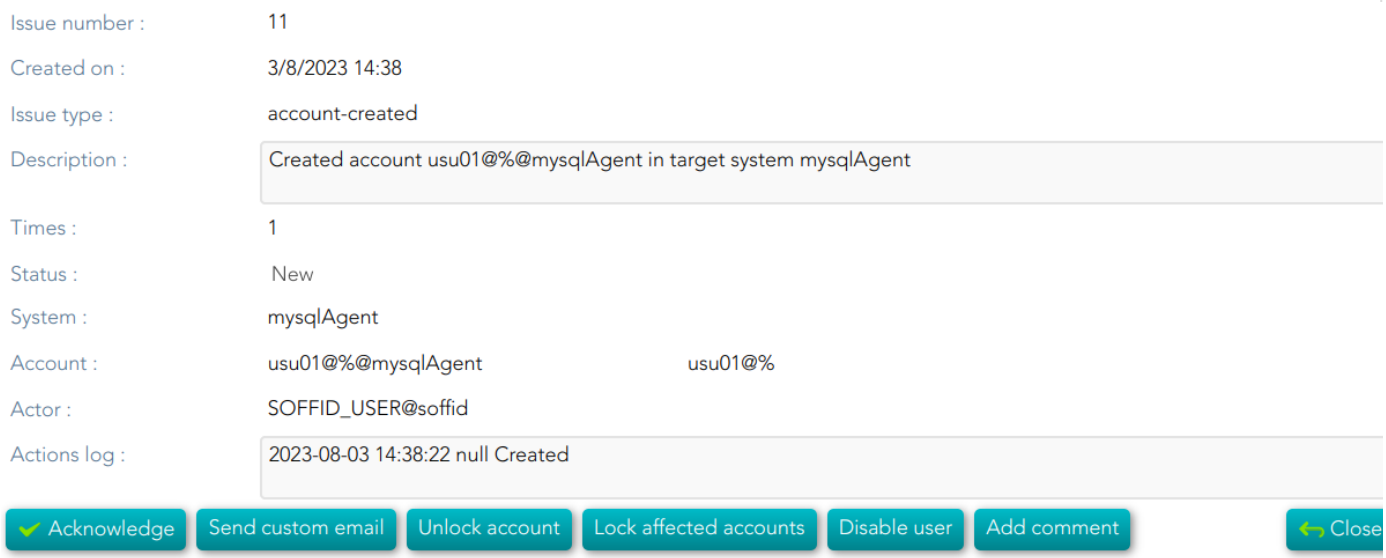
Download CSV file	Allows you to download a CSV file with the issue data.
Add or remove columns	Allows you to show and hide columns in the table. You can also set the order in which the columns will be displayed. The selected columns and order will be saved for the next time Soffid displays the page.

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

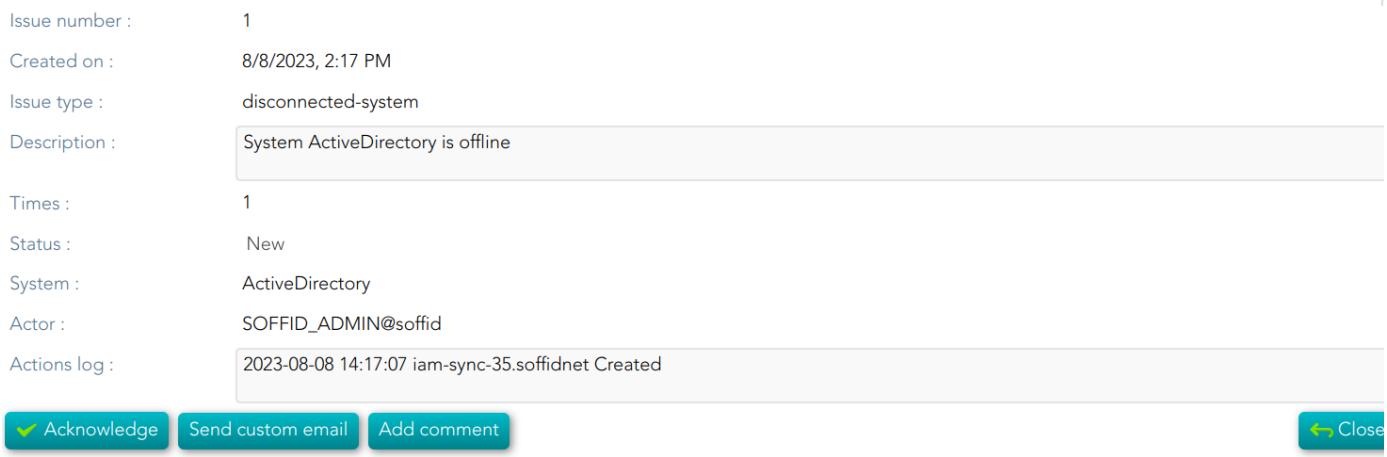
Image



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.

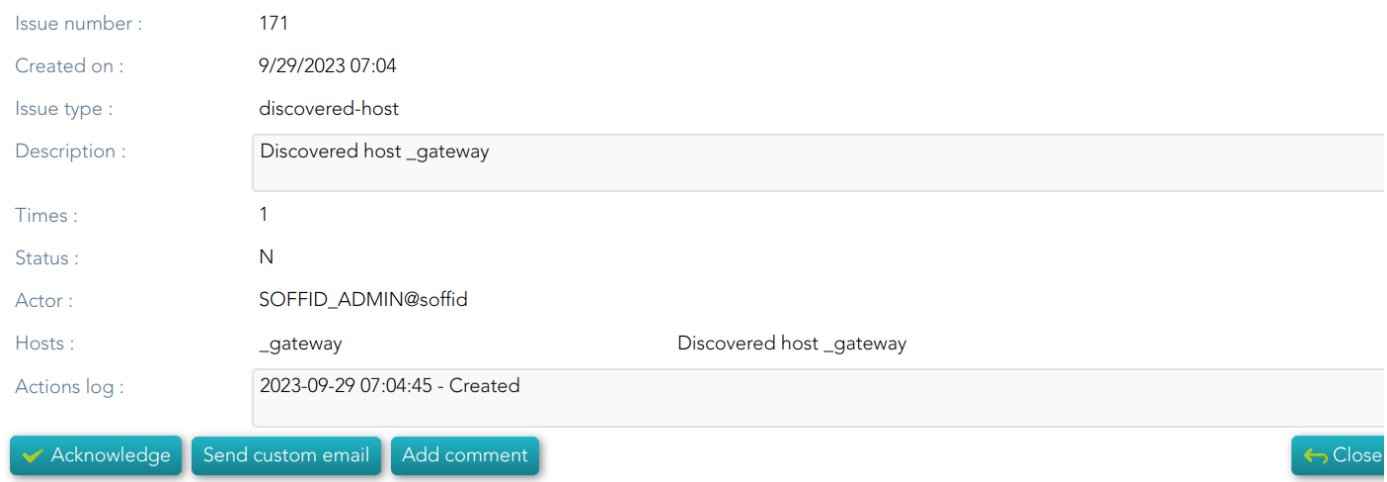
disconnected-system

Image



discovered-host

Image



discovered-system

Image

duplicated-user

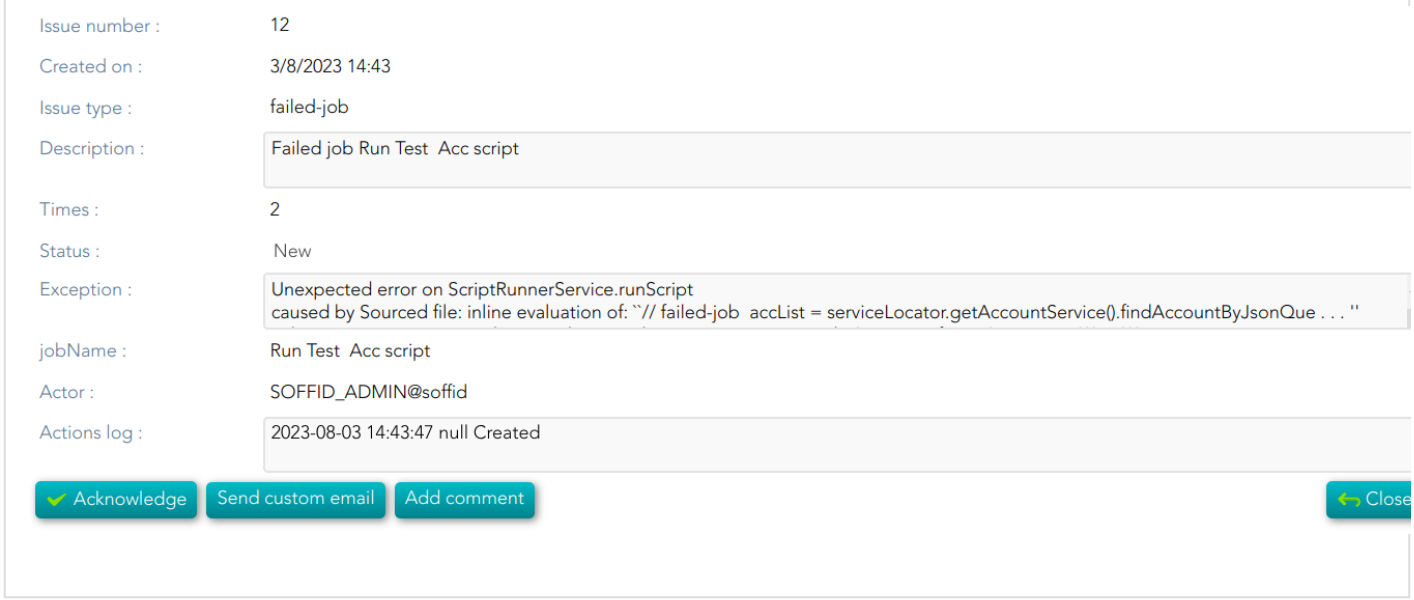
Image



Mege users	If you click this option, Soffid will allow you to merge the identities by selecting the data of each of them. **Image** 

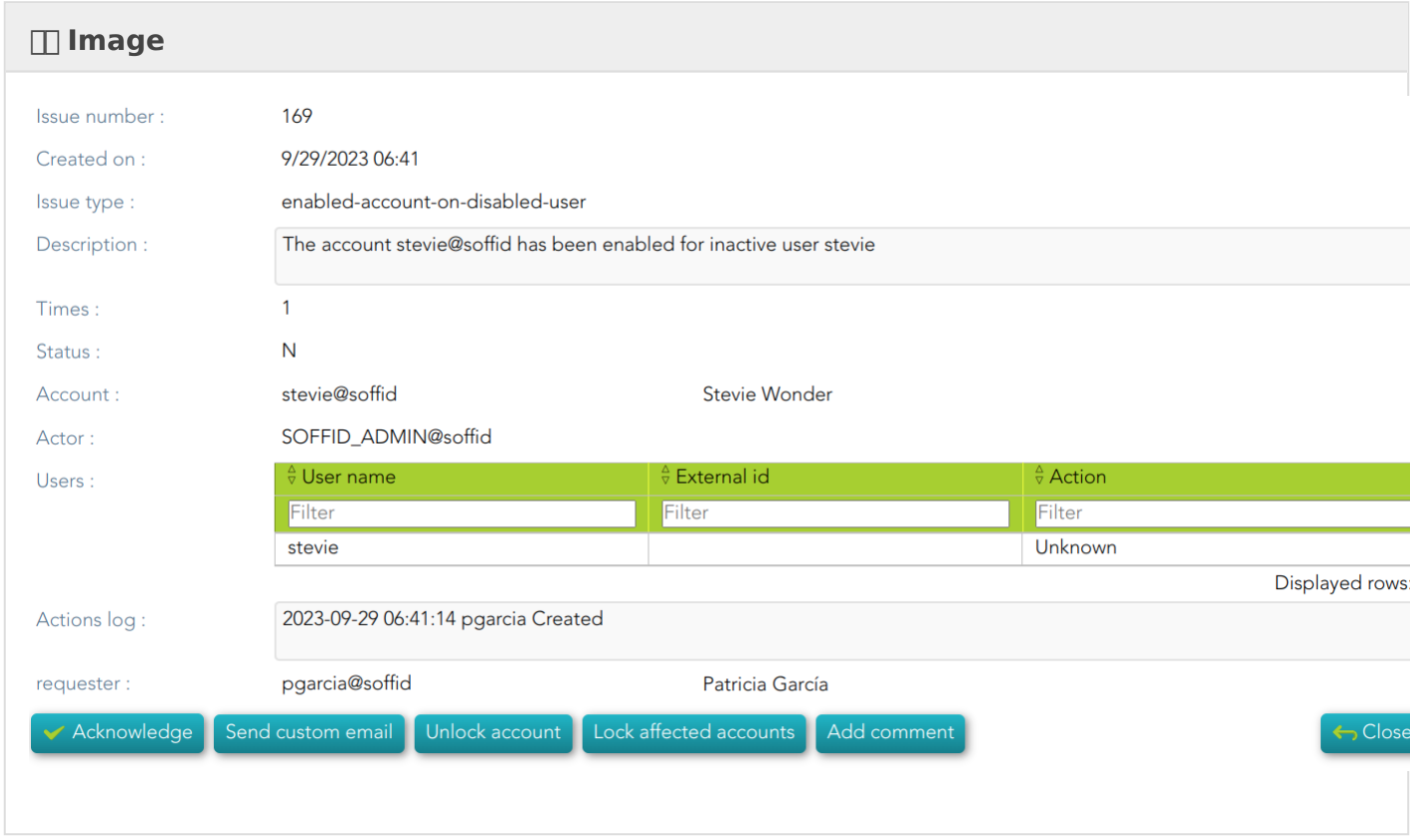
failed-job

Image



enabled-account-on-disabled-user

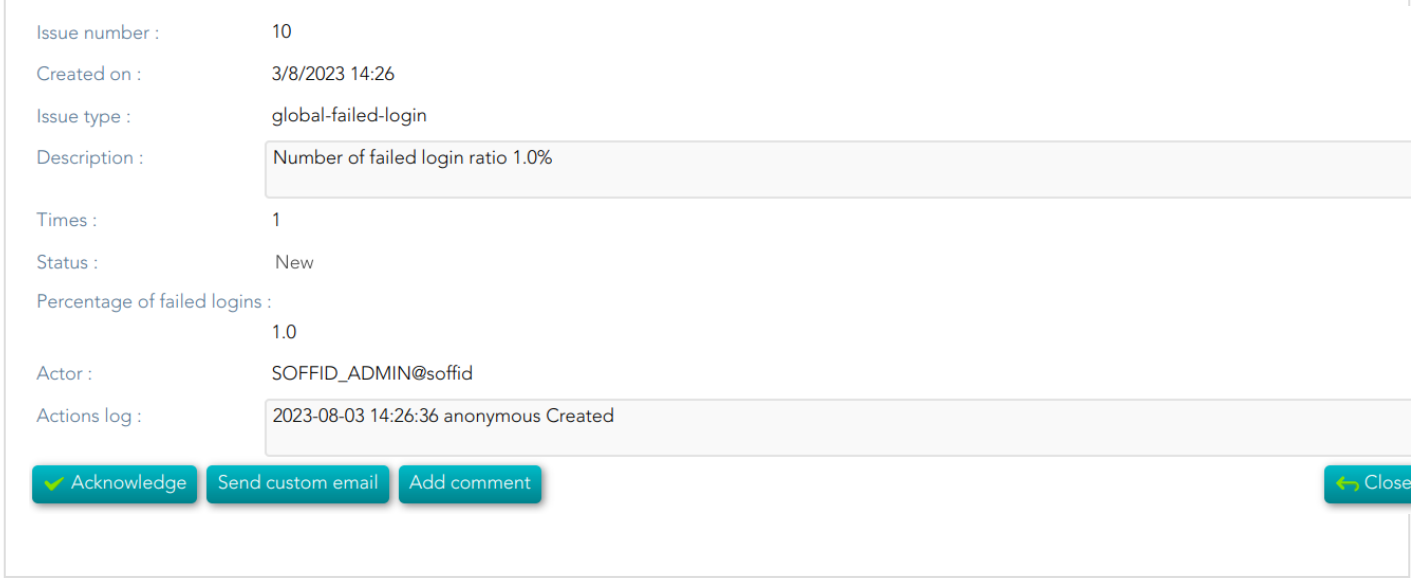
Image



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.

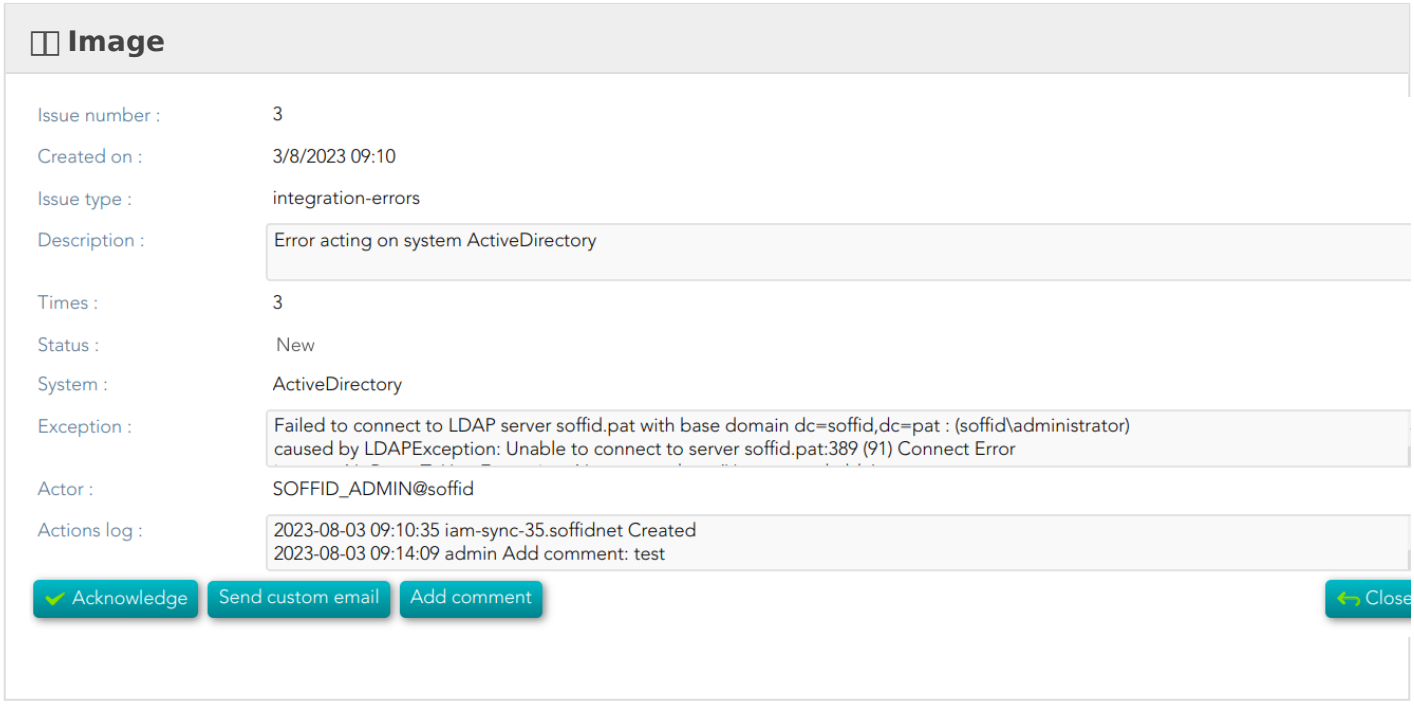
global-failed-login

Image



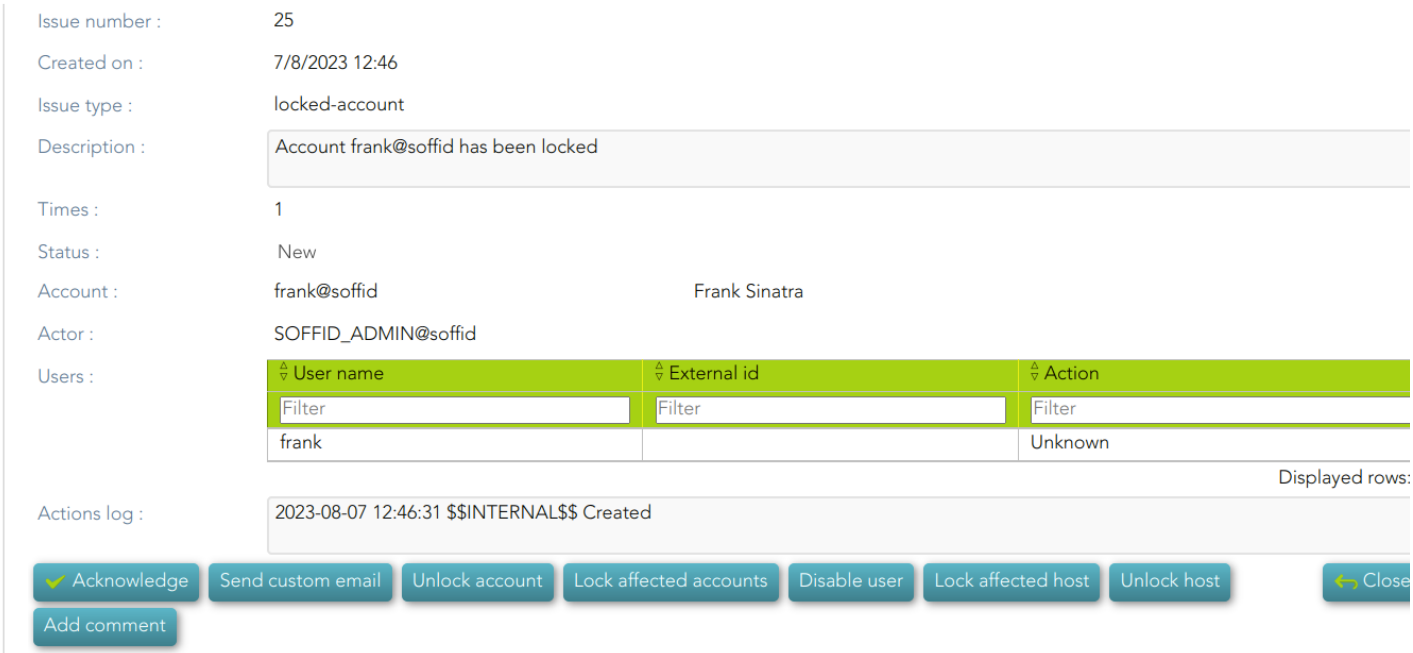
integration-errors

Image



locked-account

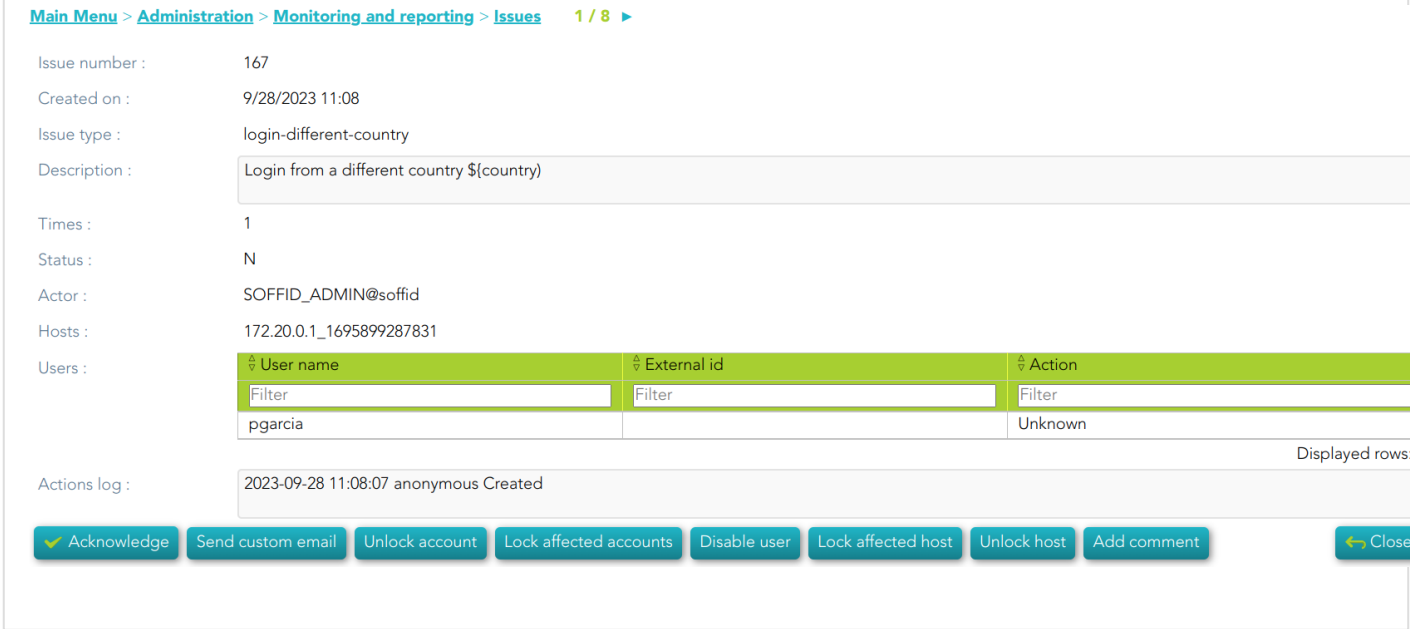
Image



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

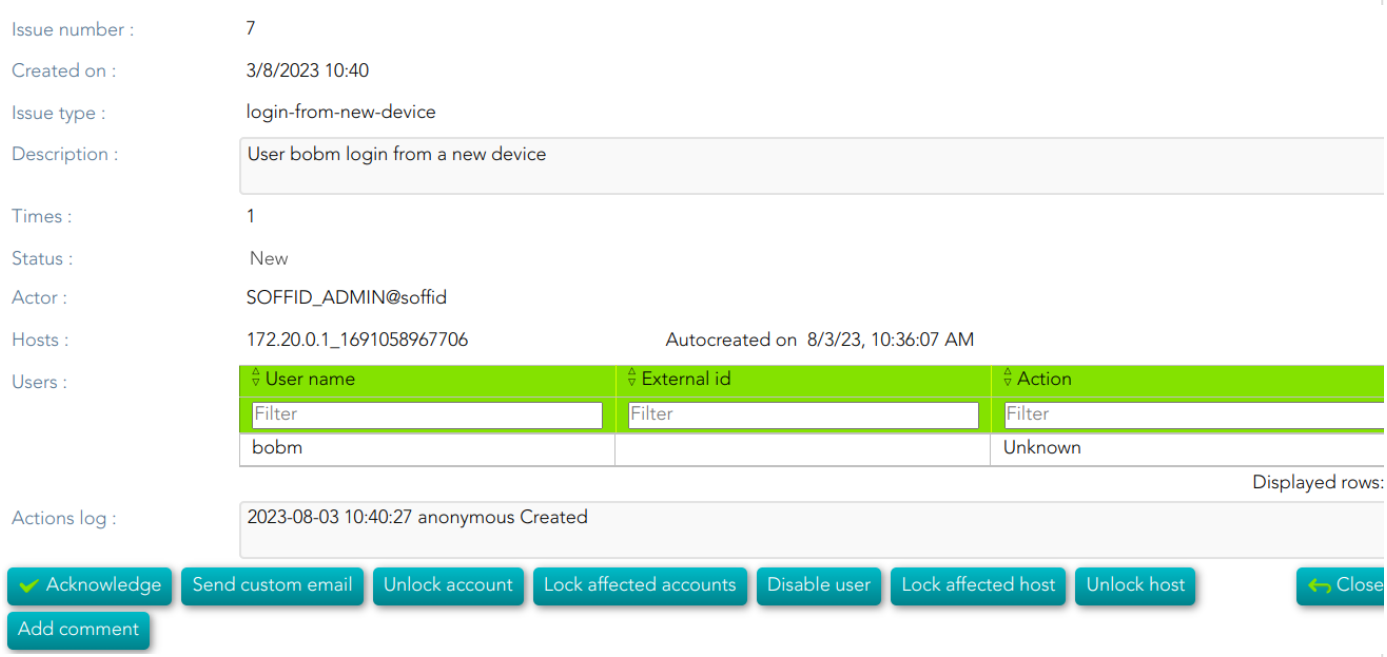
Image



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

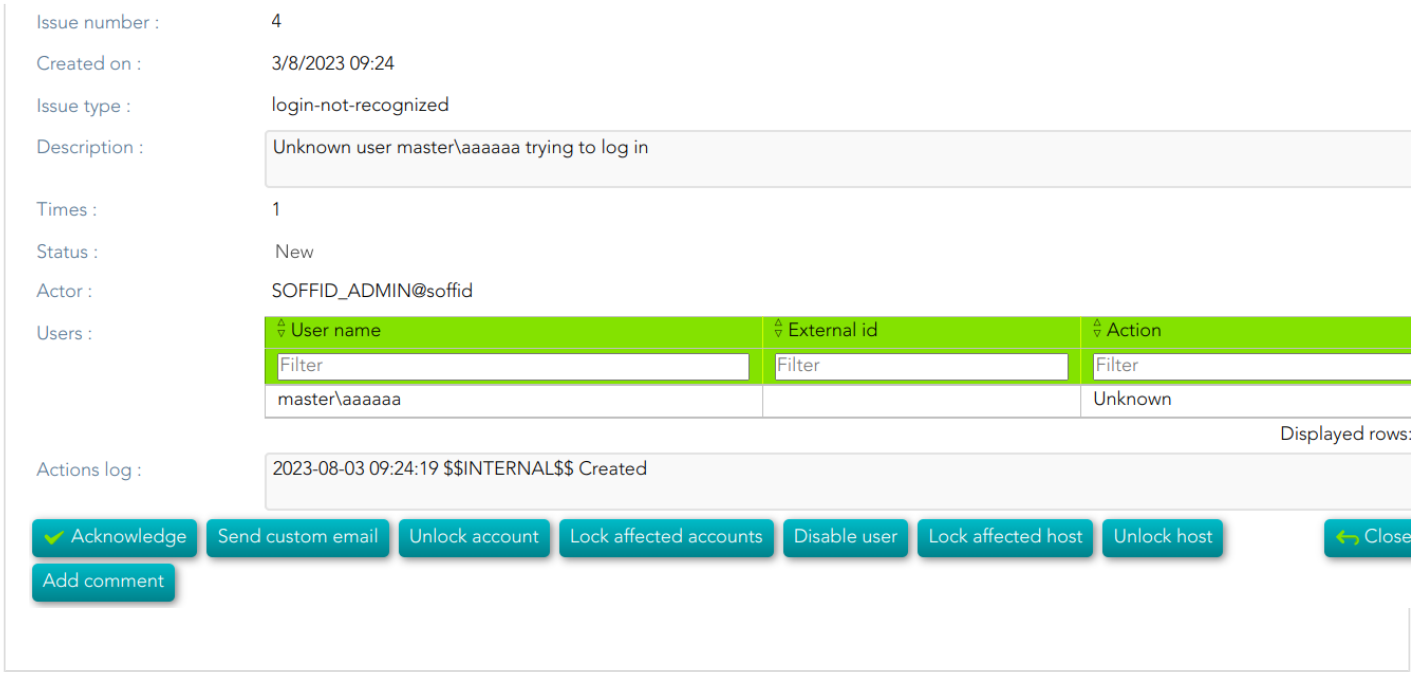
Image



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

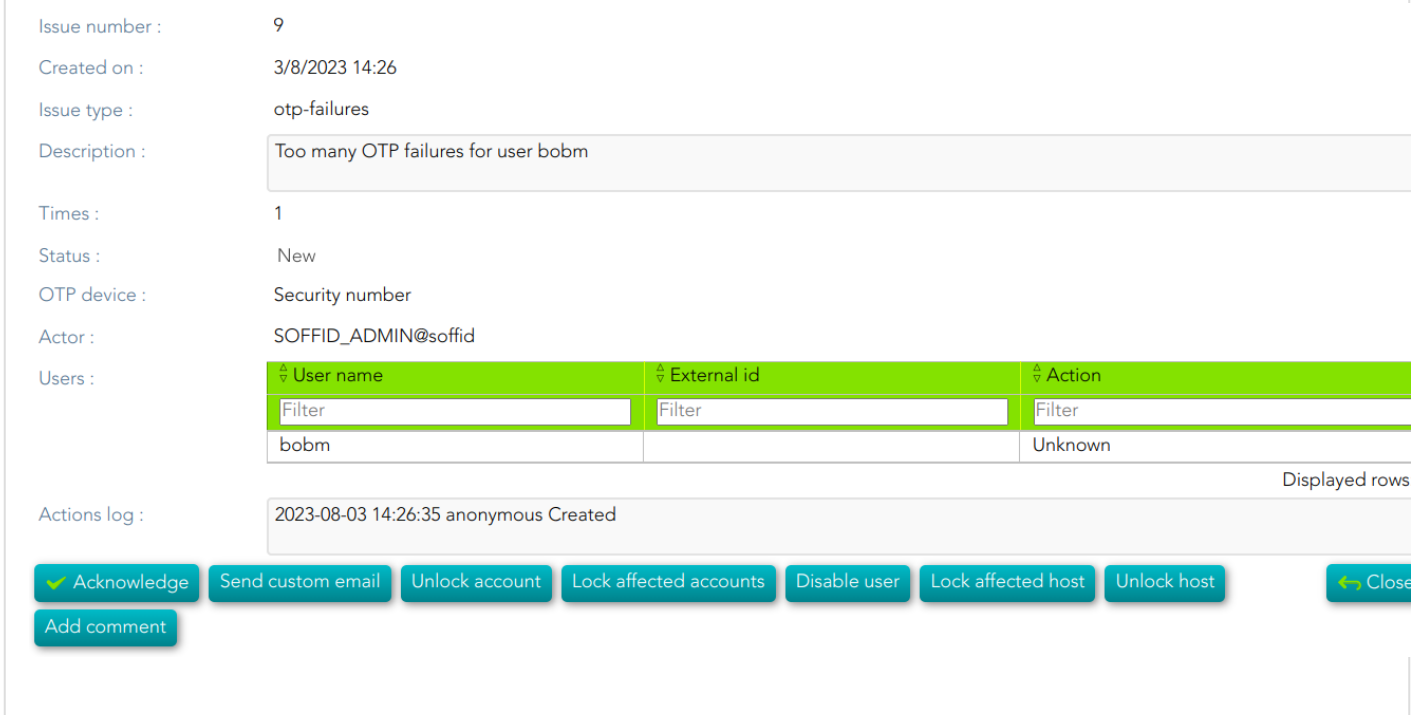
Image



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

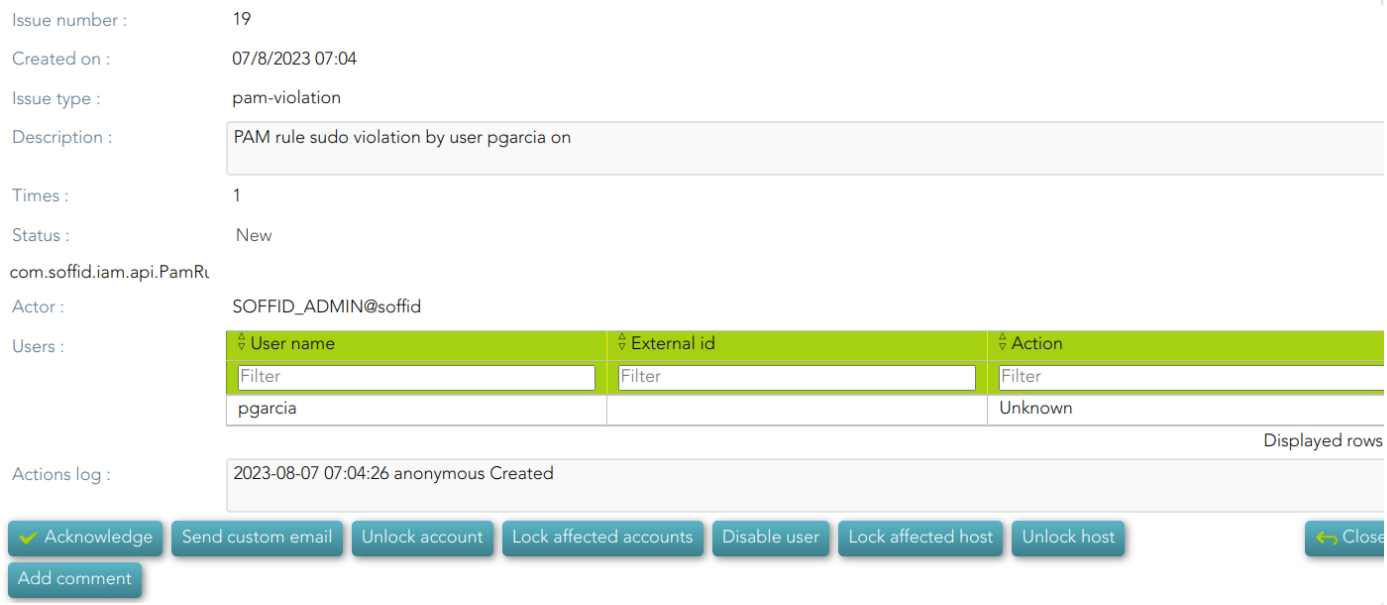
Image



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



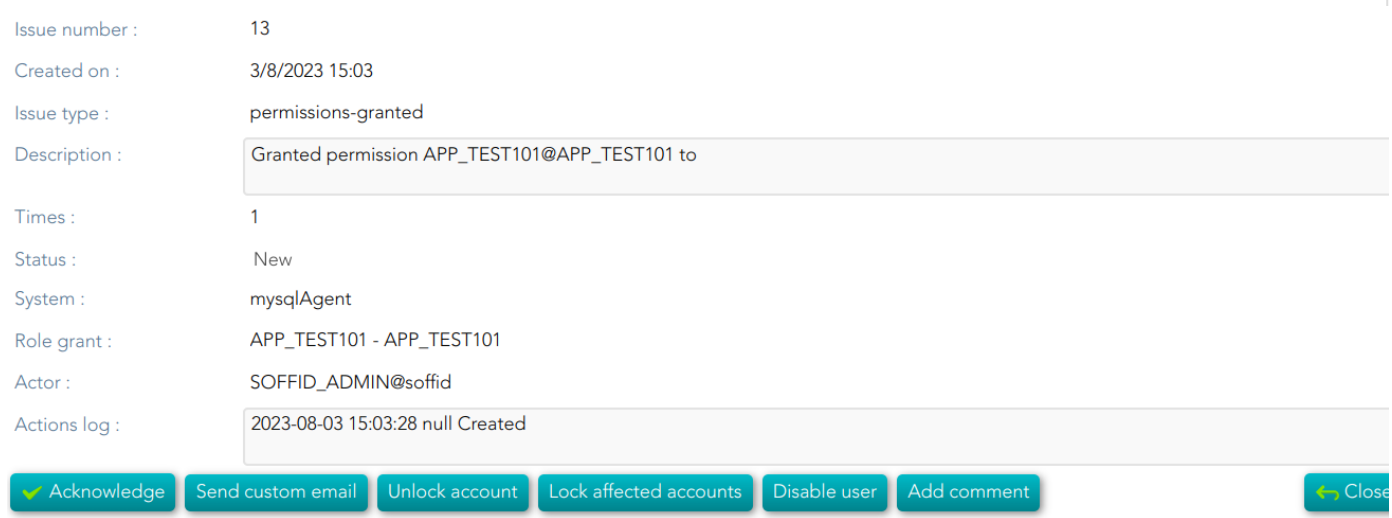
Unlock account	If you click this option, Soffil will unlock the account.
Look affected accounts	If you click this option, Soffil will lock affected accounts.
Disable user	If you click this option, Soffid will disable the user.
Lock affected host	If you click this option, Soffid will lock the affected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

password-changed

Image

permissions-granted

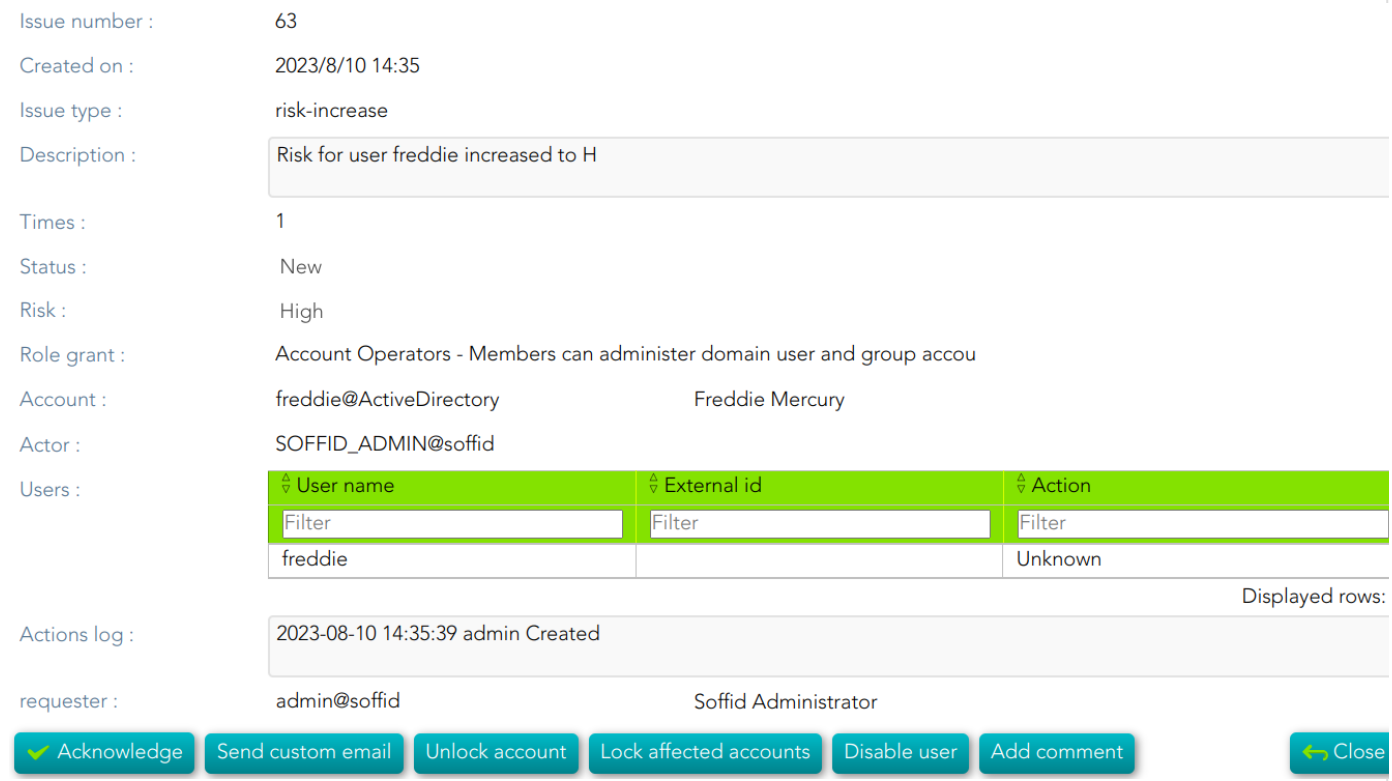
Image



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

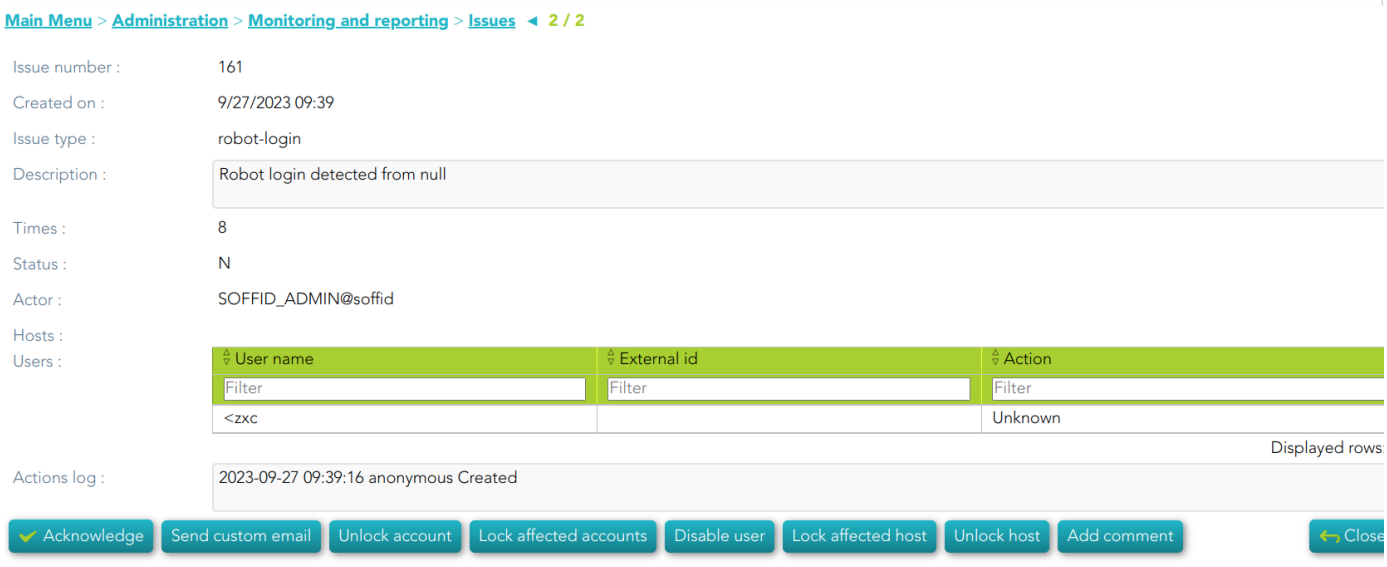
Image



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

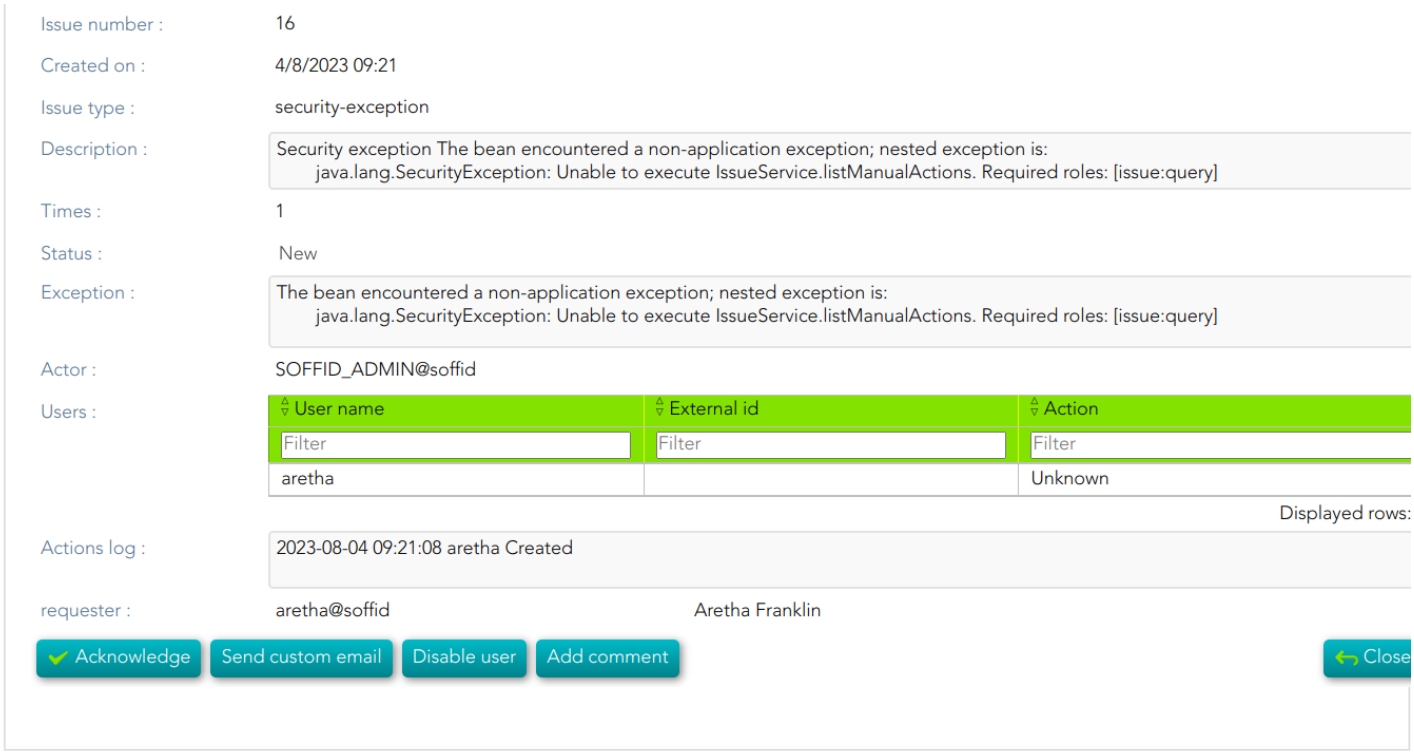
Image



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



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

Revision #6
Created 19 July 2023 09:29:05
Updated 28 September 2023 07:17:47