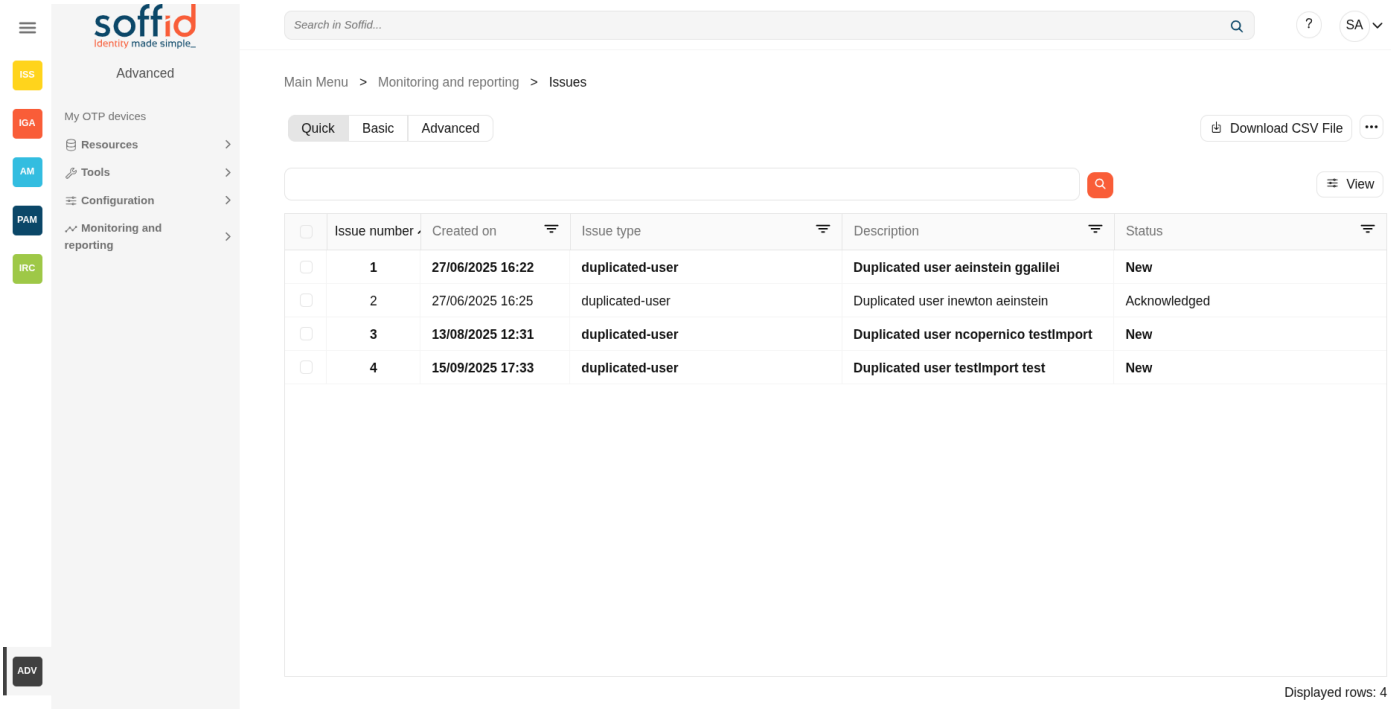
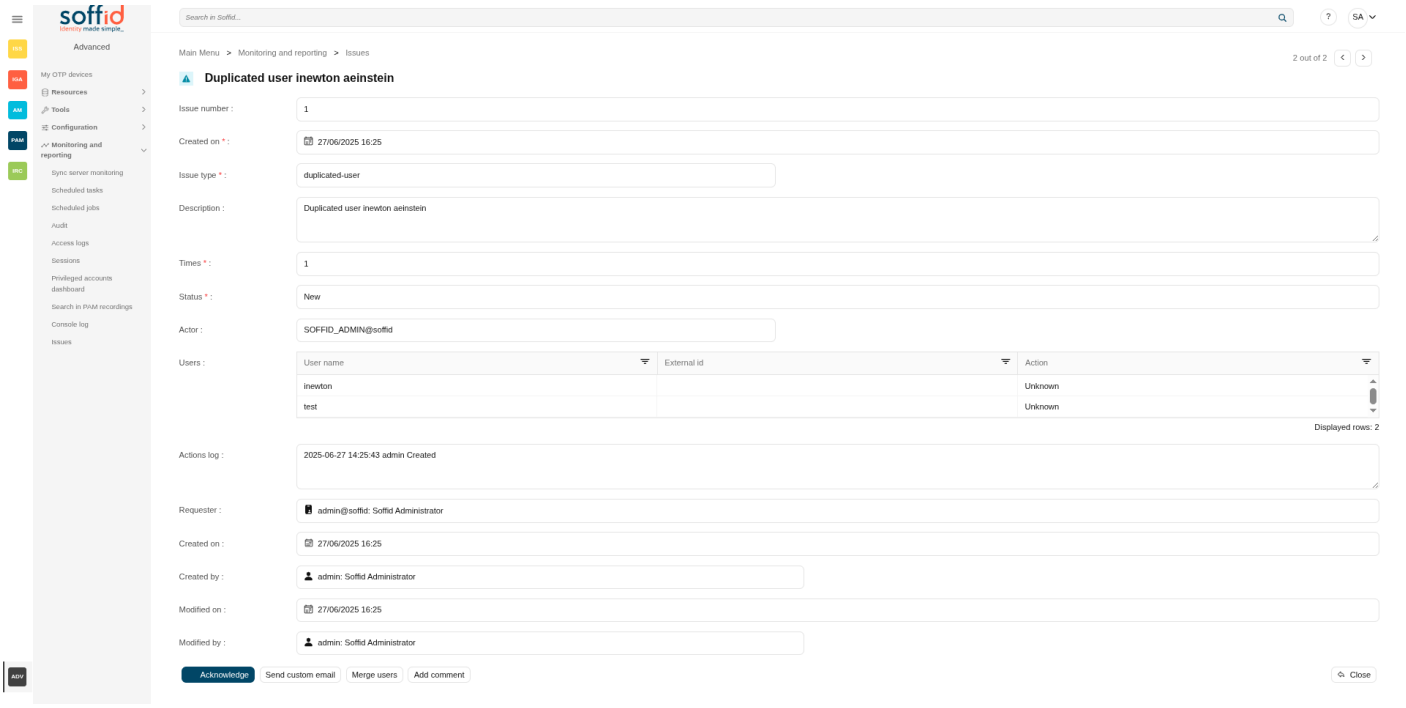
Issues

Definition

> The Issues screen 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





Related objects

1. Issue policies : where the issues are configured
2. Issues : list all issues
3. My issues : issues started by a user or the user has pending an acction
4. Pages related to the different issues:
    1. User
    2. Accounts
    3. Network intelligence
    4. Agents
    5. Sync server monitoring
    6. Hosts
    7. Scheduled jobs
    8. My OTP devices
    9. PAM rules
    10. Roles
    11. Segregation of duties

Standard attributes

Header:

- **Issue number**: an incremental number to identify the issue.
- **Requester**: owner of this issue.
- **Issue type**: issue type 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

Details

- **Account**: account affected by the issue
- **Actor**: owner of this issue.
- **Users**: users involved in the issue.
- **Created on**: date of creation.
- **Aknowledged on**: date on which it was marked as acknowledged
- **Solved on**: date on which it was marked as solved

Actions.

- **Actions log**: each of the actions that have been carried out on the issue
- **Modified on**: date of last modification.
- **Modified by**: last user that modified the issue.

Other attributes depending on the issue type.

- **Percentage of failed login**
- **Human confidence metric**
- **System**
- **OTP divice**
- **Exception**
- **Risk**
- **Role grant**
- **PAM Rule**
- **jobName**
- **Country**
- **loginName**
- **Hosts**
- **Breached email**
- **Data breach**
- **Breah description**
- **Created by**

Actions

Table actions

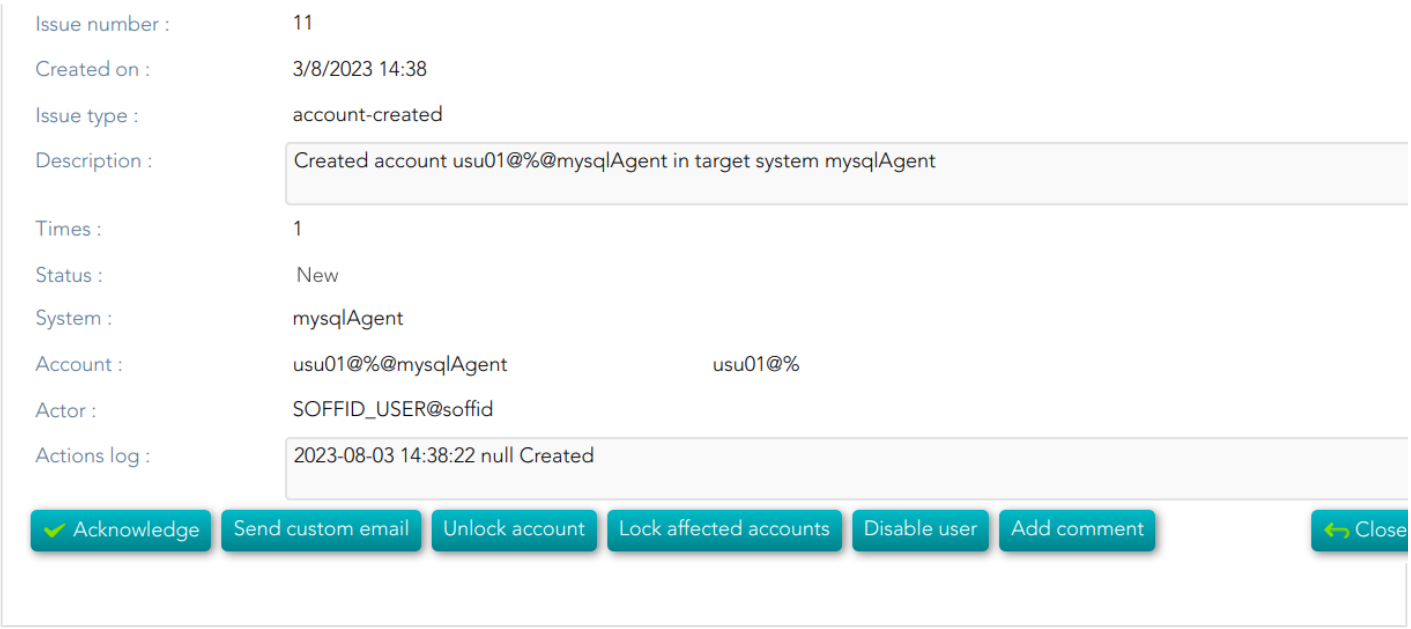
"Query buttons"	Allows you to query accounts through different search systems, Quick and Advanced.
"Table filter"	It allows you to filter a column in the table based on the results loaded in it.
Download CSV file	Allows you to download a CSV file with the issues data.
Bulk actions	When selecting multiple issues, this option allows you to perform one of the following actions: • Send custom email • Add comment • Acknowledge • Solve issue
View	Allows you to add or remove columns to the table. It is also possible to change the order of the columns.

Detail actions

Expand all	Displays all the attributes of the different blocks.
Collapse all	Hide all attributes of the different blocks.
"Types of views"	Change the view type: Classic view, Modern view, Compact design.
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 append a new comment to the Action logs.

account-created

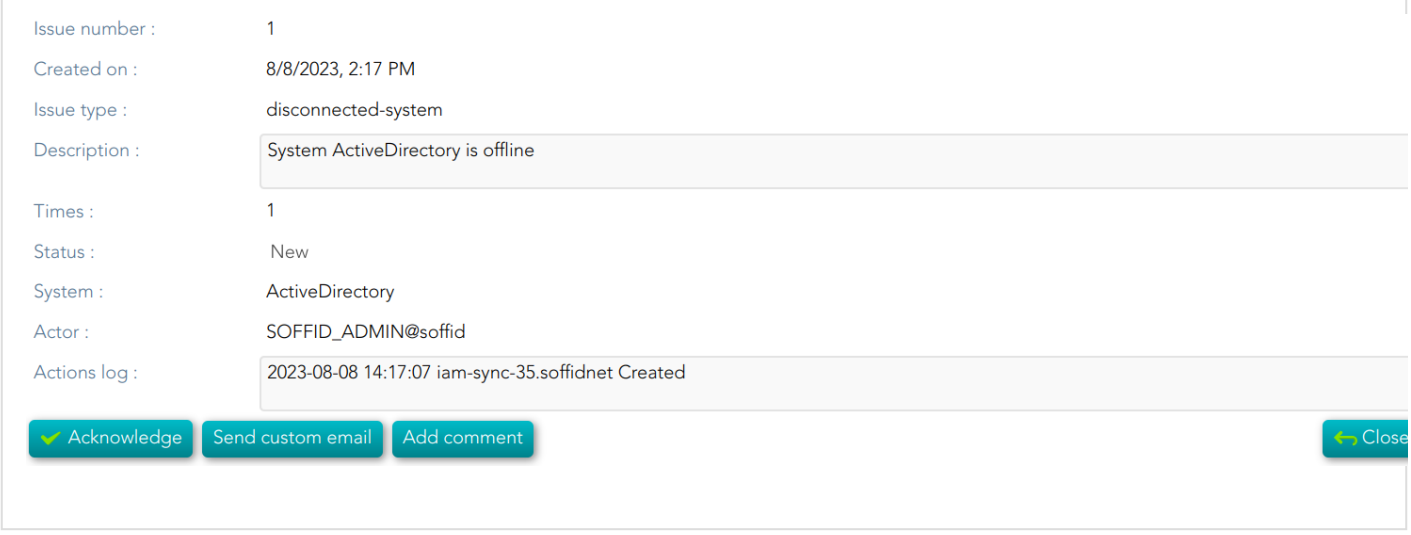
Image



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.

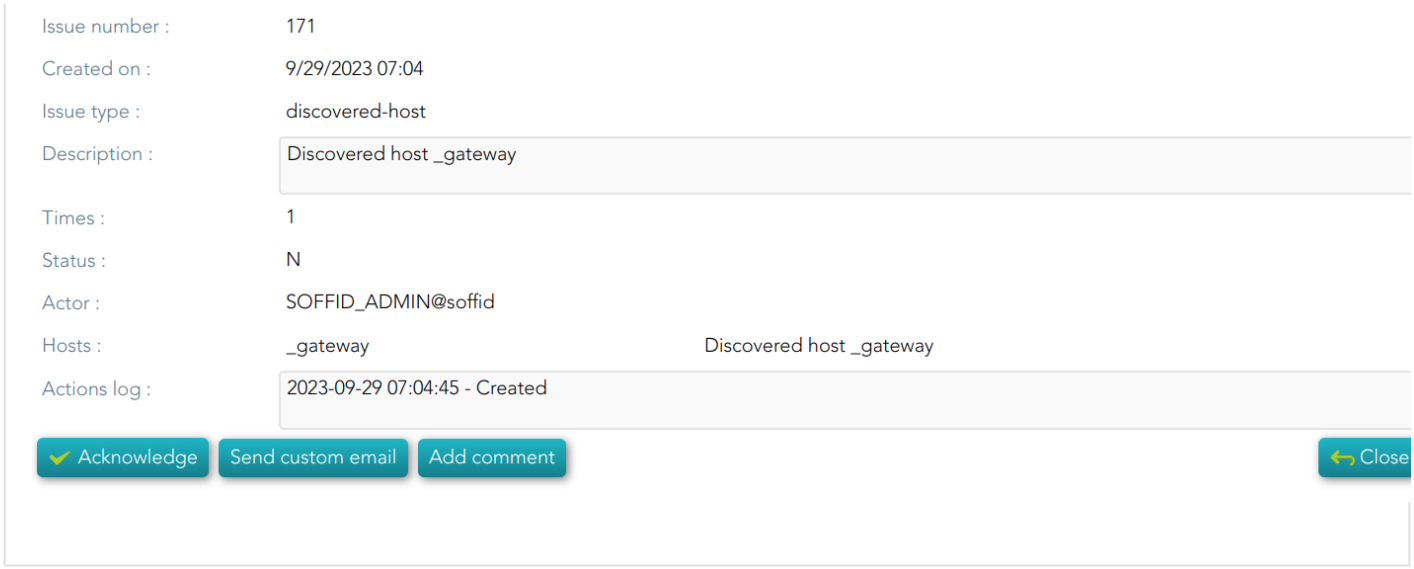
disconnected-system

Image



discovered-host

Image

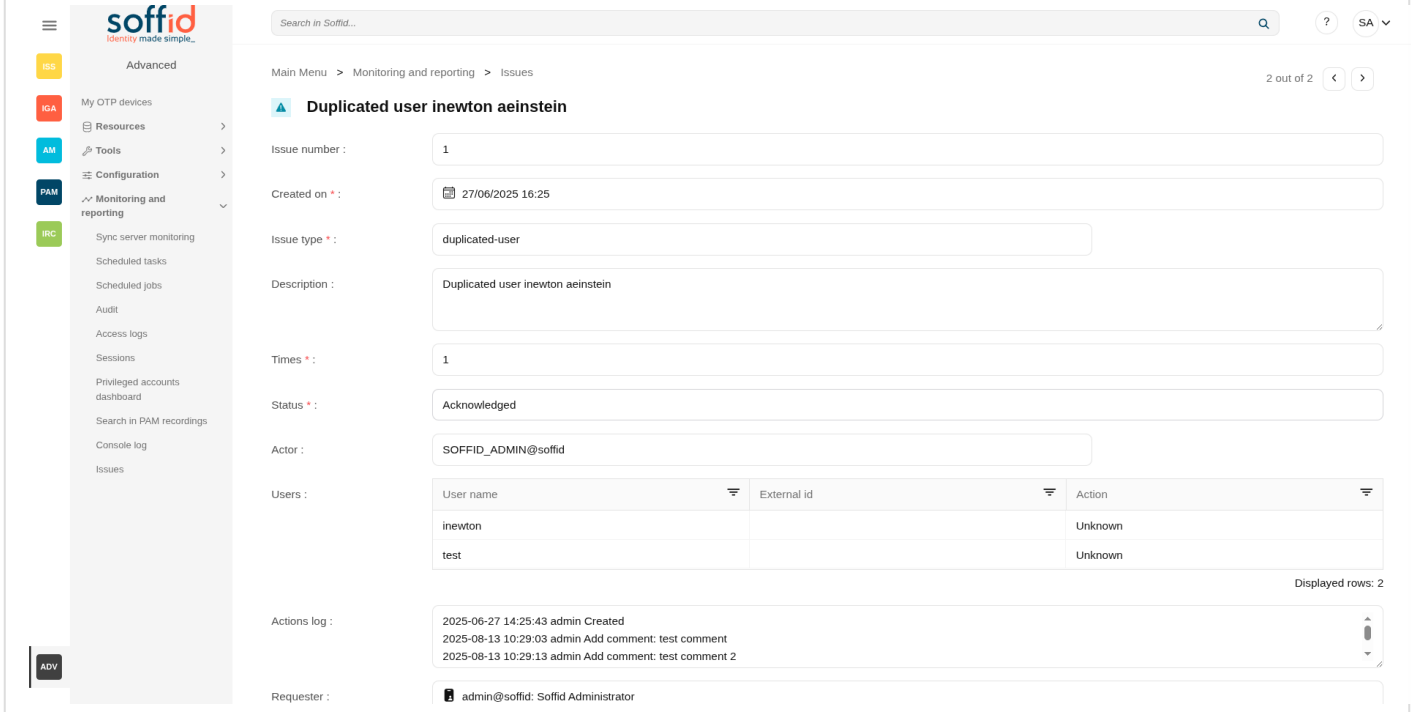


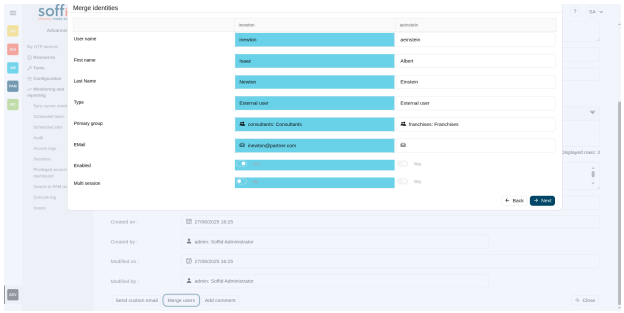
discovered-system

Image

duplicated-user

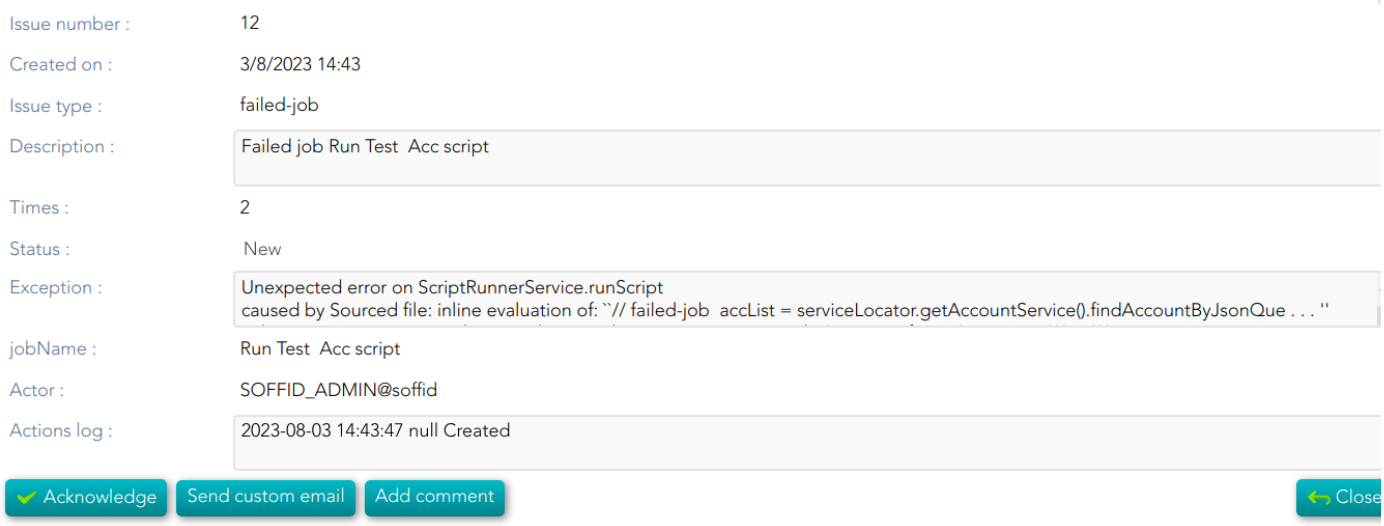
Image



Acknowledge	To confirm that the issue is being handled
Send custom email	To send a custom mail
Merge users	If you click this option, Soffid will allow you to merge the identities by selecting the data of each of them. **Image** 
Add comment	To add a comment in the Actions log

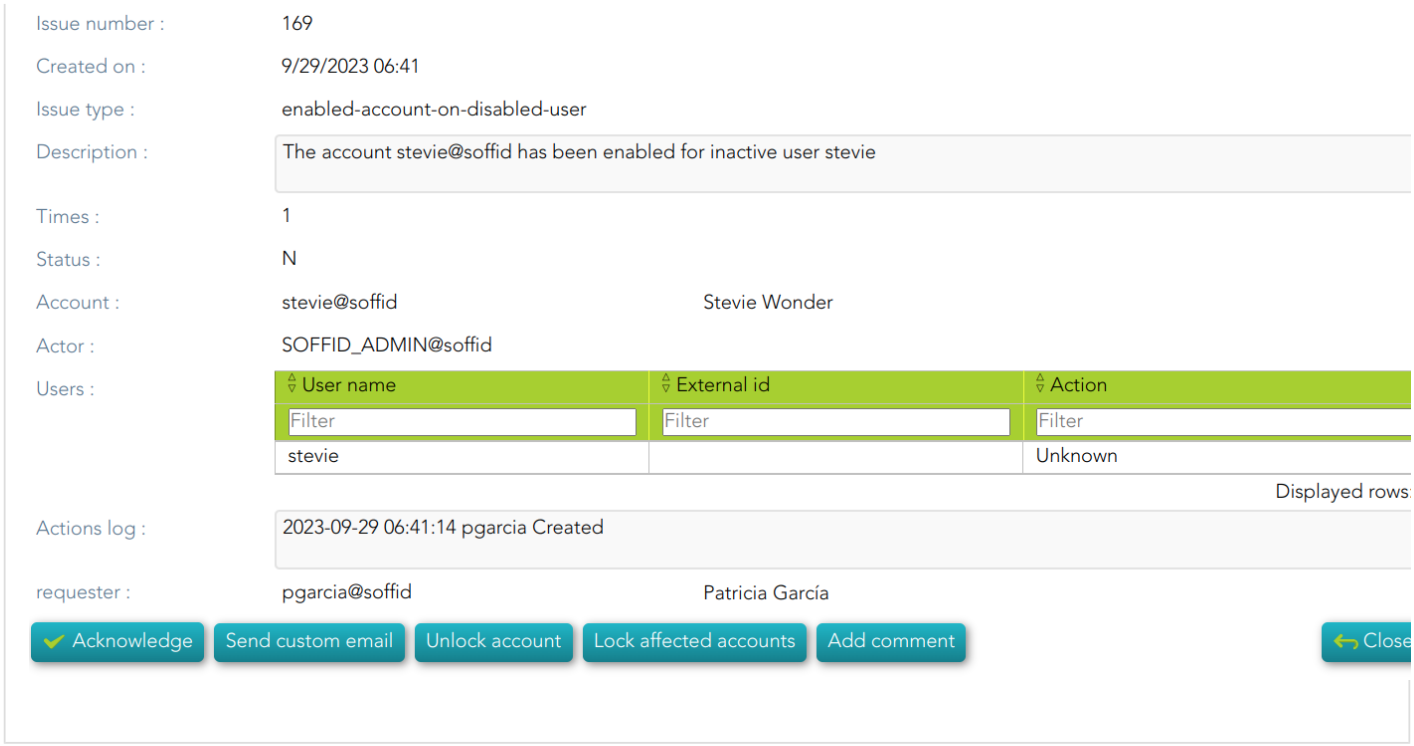
failed-job

Image



enabled-account-on-disabled-user

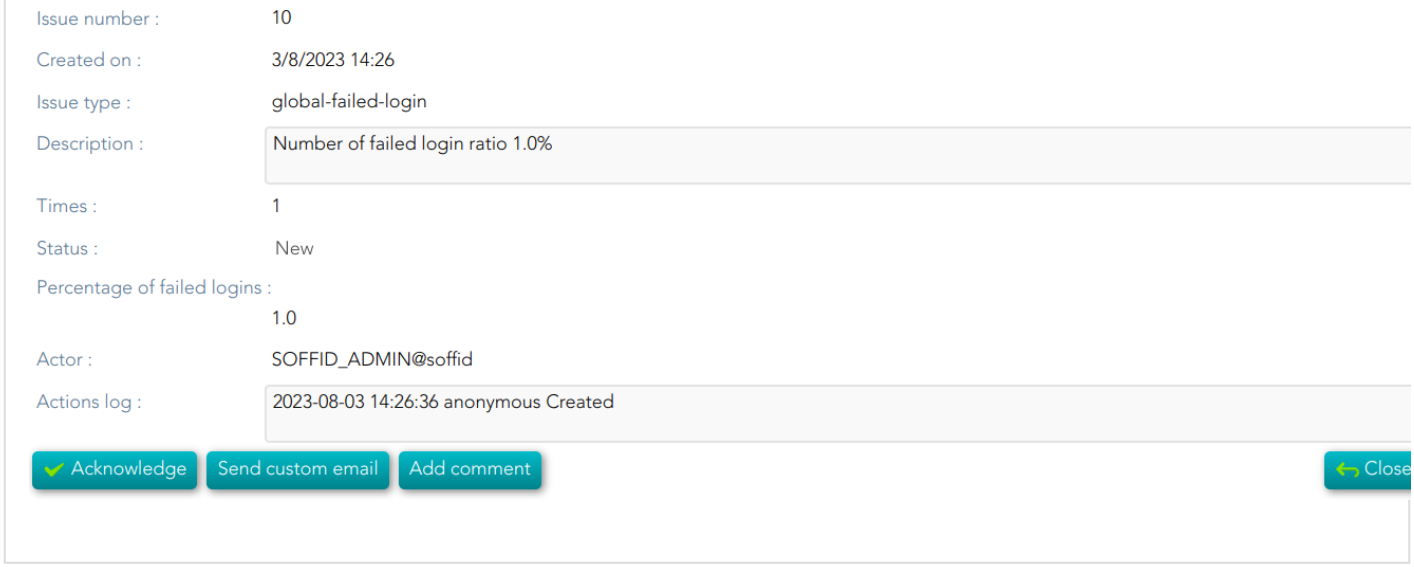
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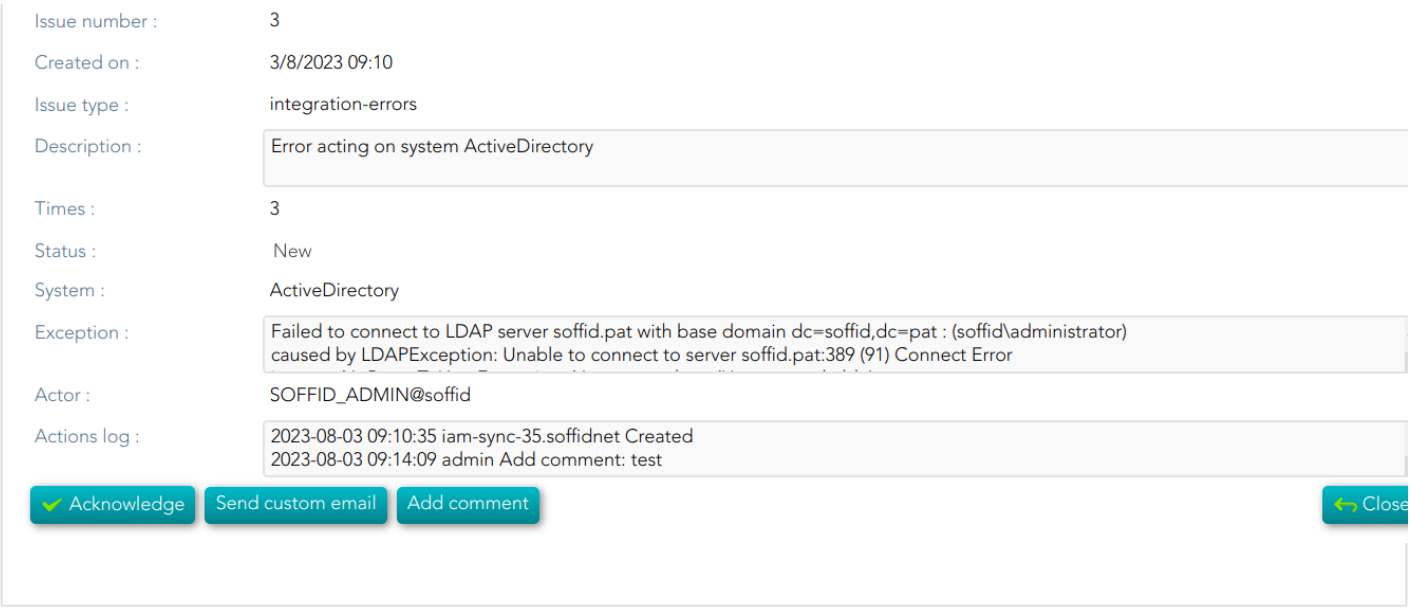
global-failed-login

Image



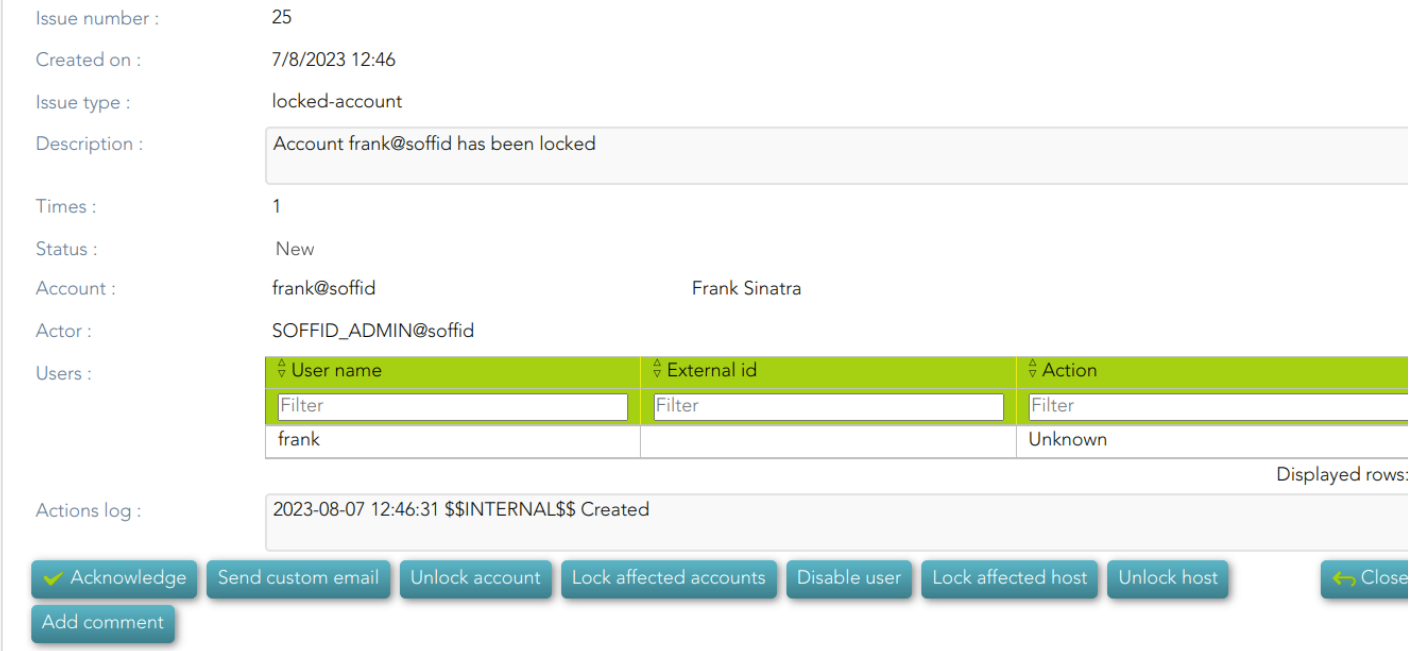
integration-errors

Image



locked-account

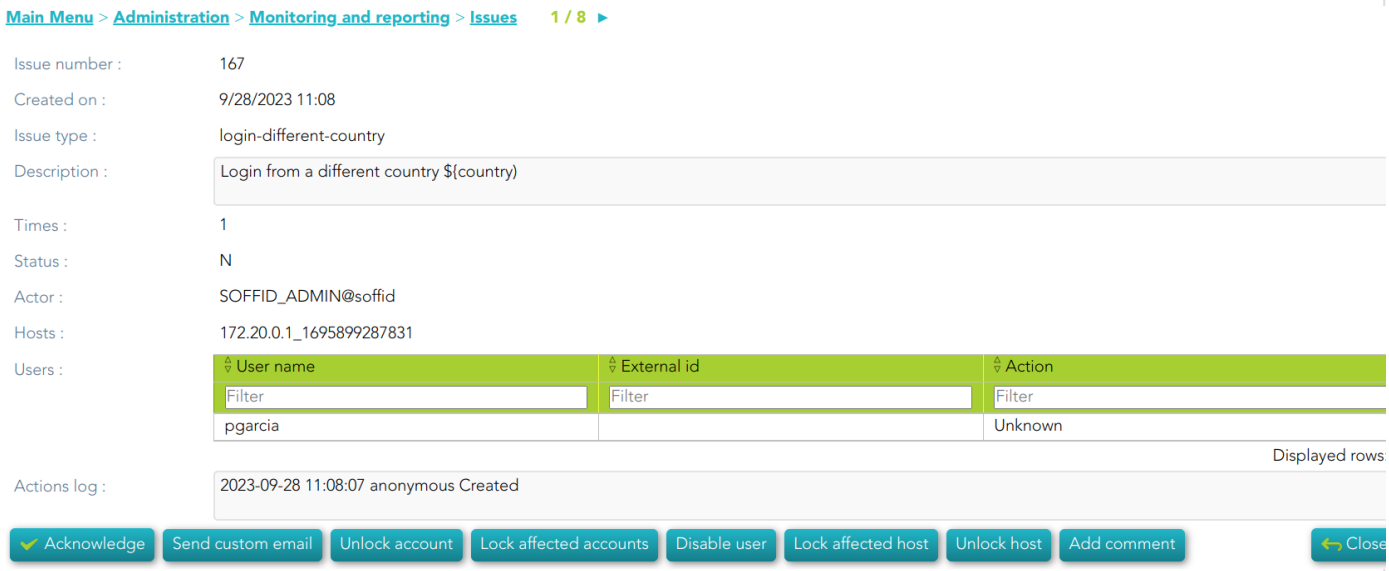
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login-different-country

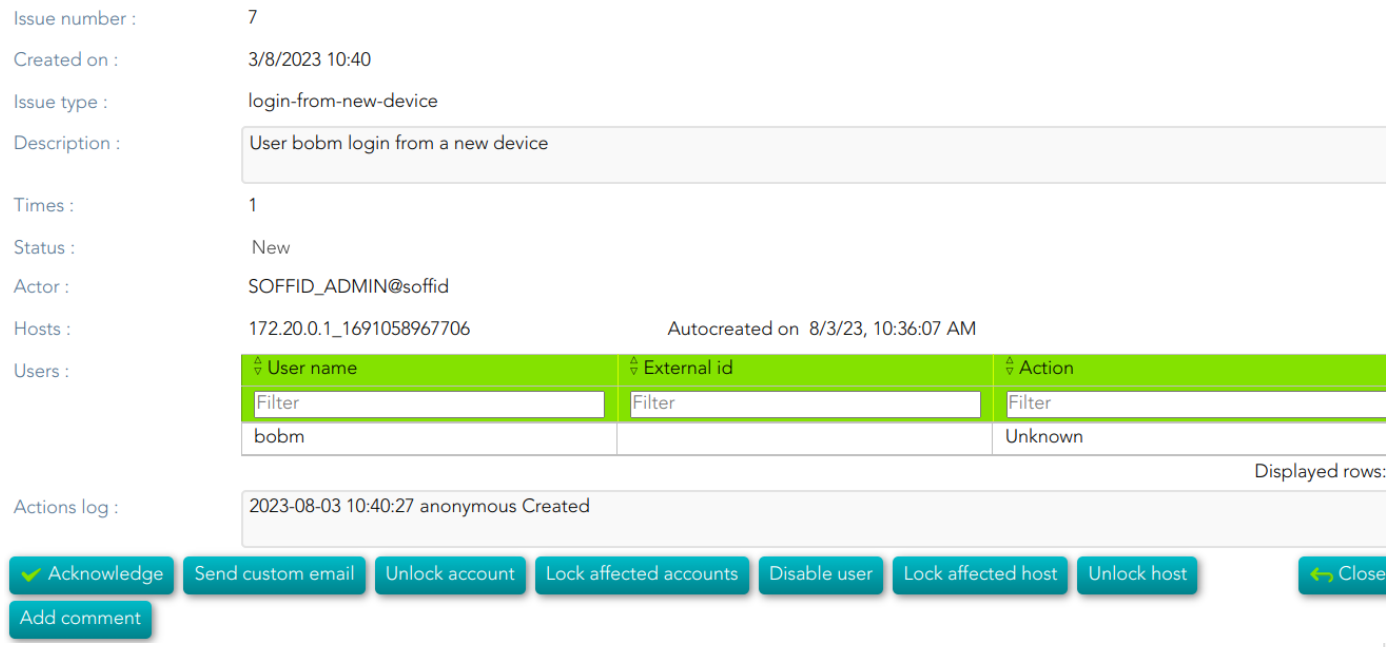
Image



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login-from-new-device

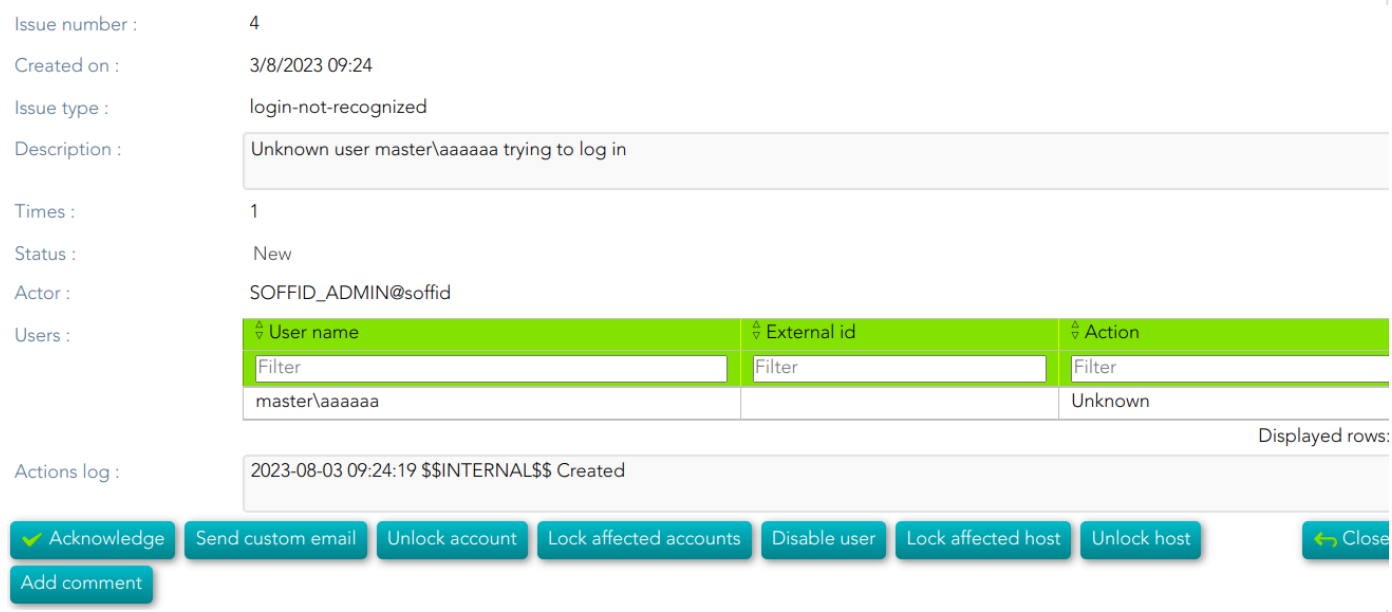
Image



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login-not-recognized

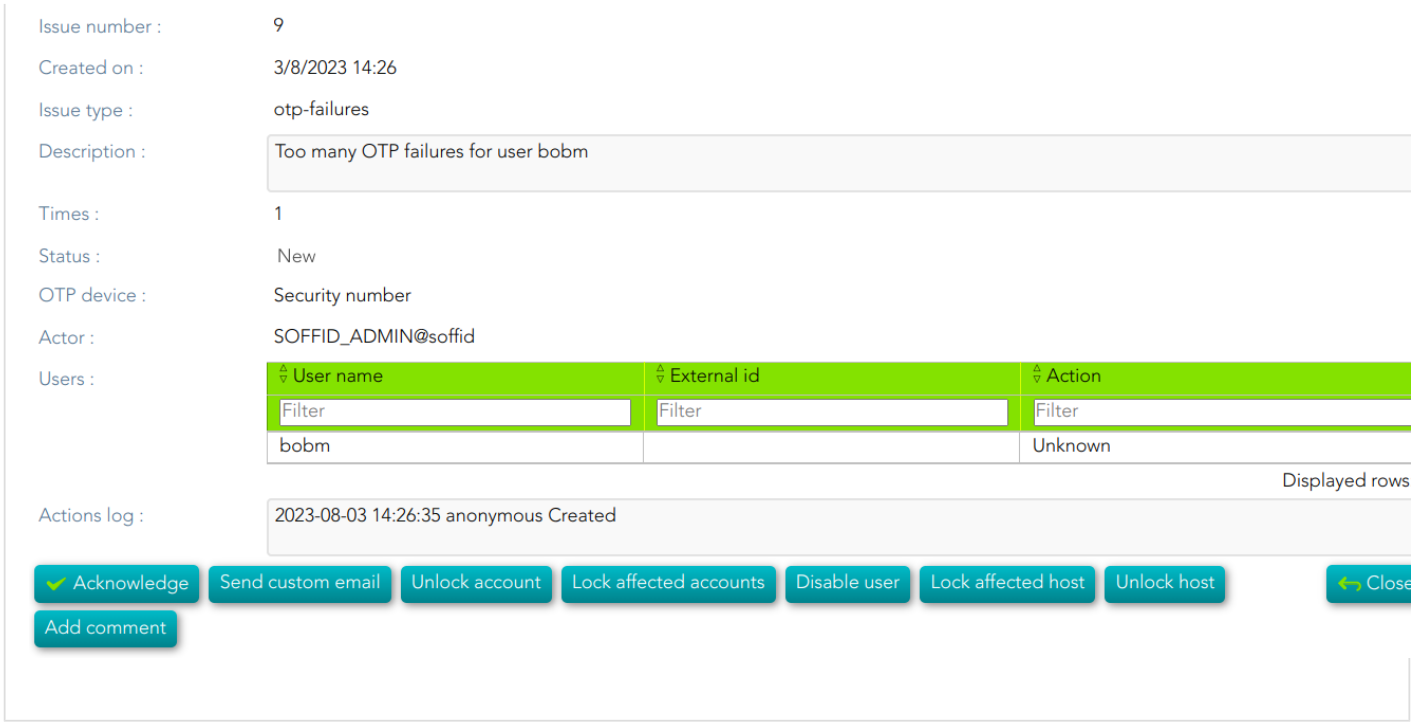
Image



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otp-failures

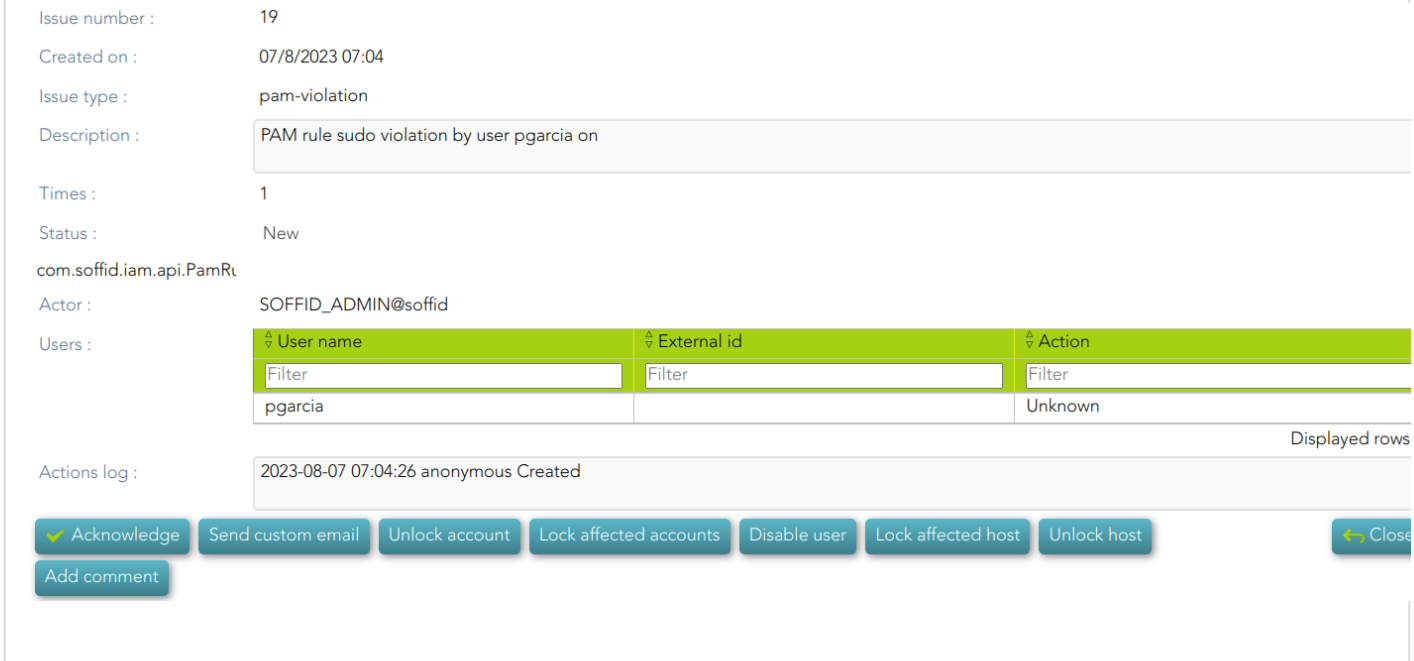
Image



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pam-violation

Image



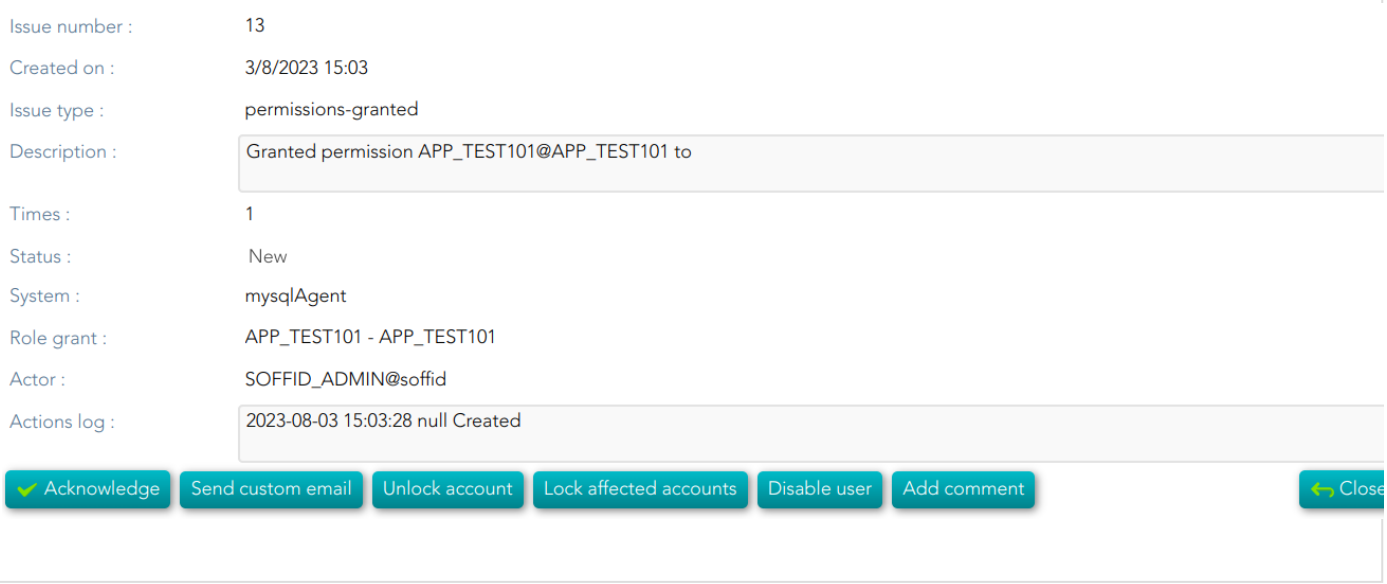
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password-changed

Image

permissions-granted

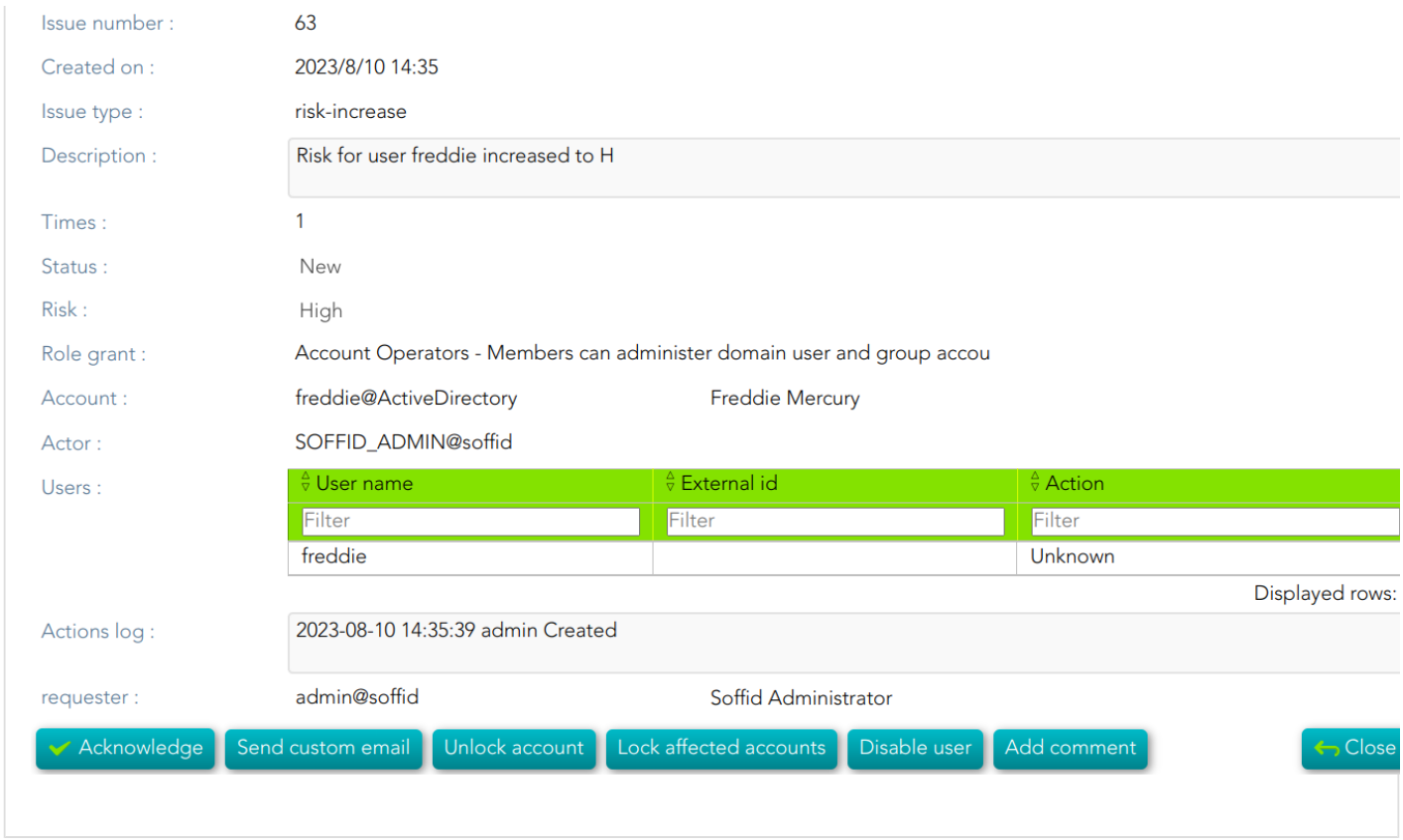
Image



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risk-increase

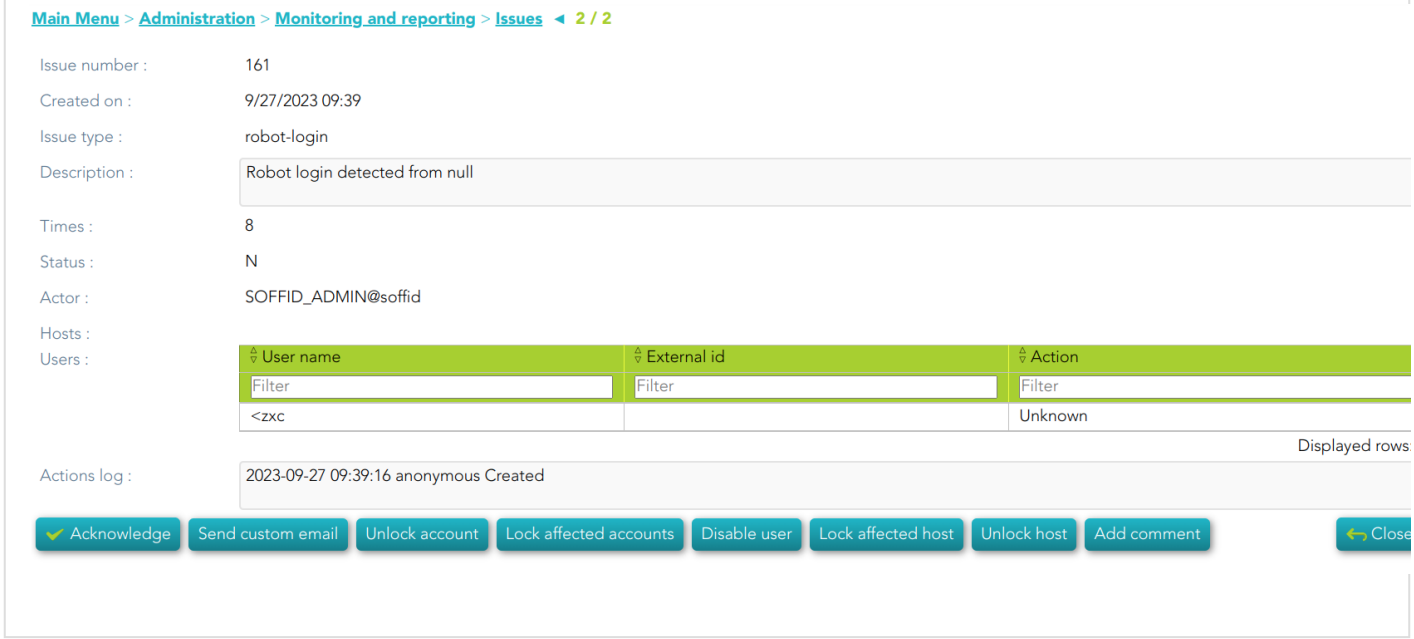
Image



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robot-login

Image

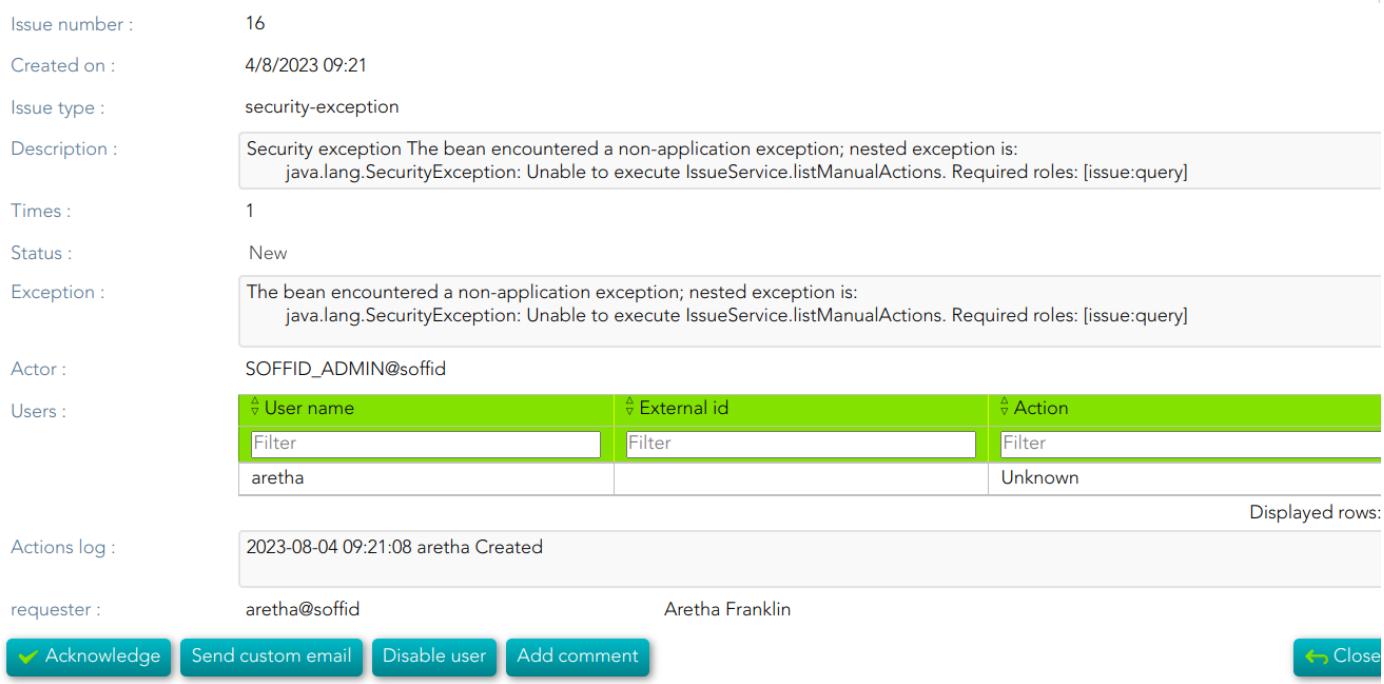


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security-exception

Image



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

Revision #13
Created 18 July 2025 17:58:01 by Sion Vives
Updated 22 October 2025 15:51:38 by Sion Vives