

# 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

The screenshot displays the Soffid Issues screen. On the left is a navigation sidebar with the Soffid logo and menu items: ISS (Advanced), RGA (My OTP devices), AM (Resources), PAM (Tools), and IRC (Configuration). The main content area shows a search bar, a breadcrumb trail (Main Menu > Monitoring and reporting > Issues), and tabs for Quick, Basic, and Advanced views. A 'Download CSV File' button is visible. Below is a table with 4 rows of data:

<input type="checkbox"/>	Issue number	Created on	Issue type	Description	Status
<input type="checkbox"/>	1	27/06/2025 16:22	duplicated-user	Duplicated user aeinstein ggalilei	New
<input type="checkbox"/>	2	27/06/2025 16:25	duplicated-user	Duplicated user inewton aeinstein	Acknowledged
<input type="checkbox"/>	3	13/08/2025 12:31	duplicated-user	Duplicated user ncopernico testimport	New
<input type="checkbox"/>	4	15/09/2025 17:33	duplicated-user	Duplicated user testimport test	New

At the bottom right, it says 'Displayed rows: 4'.

The screenshot shows the 'soffid' user interface. The left sidebar contains a navigation menu with categories like 'Advanced', 'My OTP devices', 'Resources', 'Tools', 'Configuration', 'Monitoring and reporting', 'Sync server monitoring', 'Scheduled tasks', 'Audit', 'Access logs', 'Sessions', 'Privileged accounts dashboard', 'Search in PAM recordings', 'Console log', and 'Users'. The main content area displays an issue titled 'Duplicated user inewton aeinstein'. The issue details include: Issue number: 1, Created on: 27/06/2025 16:25, Issue type: duplicated-user, Description: Duplicated user inewton aeinstein, Times: 1, Status: New, Actor: SOFFID\_ADMIN@soffid. Below this is a table of users:

User name	External id	Action
inewton		Unknown
test		Unknown

Additional details include: Actions log: 2025-06-27 14:25:43 admin Created; Requester: admin@soffid: Soffid Administrator; Created on: 27/06/2025 16:25; Created by: admin: Soffid Administrator; Modified on: 27/06/2025 16:25; Modified by: admin: Soffid Administrator. At the bottom, there are buttons for 'Acknowledge', 'Send custom email', 'Merge users', 'Add comment', and 'Close'.

# 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 action
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.
- **Acknowledged 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 device**
- **Exception**
- **Risk**
- **Role grant**
- **PAM Rule**
- **jobName**
- **Country**
- **loginName**
- **Hosts**
- **Breached email**
- **Data breach**
- **Breah description**
- **Created by**

# Actions

## Table actions

<b>"Query buttons"</b>	Allows you to query accounts through different search systems, <a href="#">Quick and Advanced</a> .
<b>"Table filter"</b>	It allows you to filter a column in the table based on the results loaded in it.
<b>Download CSV file</b>	Allows you to download a CSV file with the issues data.
<b>Bulk actions</b>	When selecting multiple issues, this option allows you to perform one of the following actions: <ul style="list-style-type: none"><li>• Send custom email</li><li>• Add comment</li><li>• Acknowledge</li><li>• Solve issue</li></ul>
<b>View</b>	Allows you to add or remove columns to the table. It is also possible to change the order of the columns.

## Detail actions

<b>Expand all</b>	Displays all the attributes of the different blocks.
<b>Collapse all</b>	Hide all attributes of the different blocks.
<b>"Types of views"</b>	Change the view type: Classic view, Modern view, Compact design.
<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 append a new comment 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](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	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 :

Times : 1

Status : N

Actor : SOFFID\_ADMIN@soffid

Hosts :

Actions log :

## discovered-system

**Image**

## duplicated-user

**Image**

soffid  
Identity made simple.

Advanced

ISS My OTP devices

IGA Resources

AM Tools

PAM Configuration

Monitoring and reporting

IRC Sync server monitoring

Scheduled tasks

Scheduled jobs

Audit

Access logs

Sessions

Privileged accounts dashboard

Search in PAM recordings

Console log

Issues

ADV

Search in Soffid...

Q ? SA

Main Menu > Monitoring and reporting > Issues 2 out of 2

**Duplicated user inewton aeinstein**

Issue number :

Created on \* :

Issue type \* :

Description :

Times \* :

Status \* :

Actor :

Users :

User name	External id	Action
inewton		Unknown
test		Unknown

Displayed rows: 2

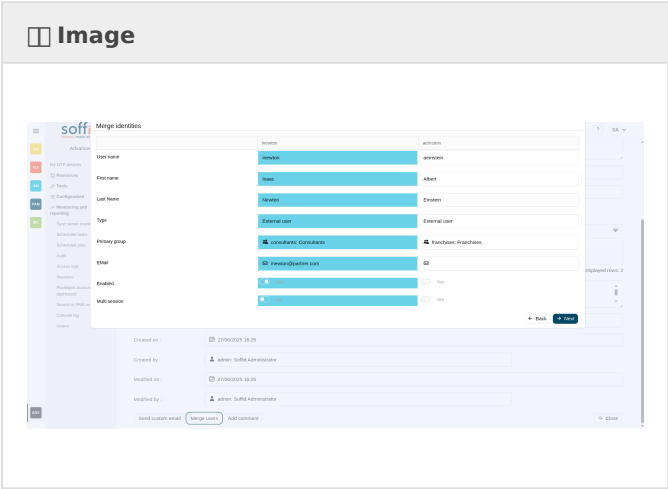
Actions log :

2025-06-27 14:25:43 admin Created

2025-08-13 10:29:03 admin Add comment: test comment

2025-08-13 10:29:13 admin Add comment: test comment 2

Requester :

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

## 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](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	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

Displayed rows:

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](#)
[← Close](#)
  
[Add comment](#)

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

## login-different-country

## Image

Main Menu > Administration > Monitoring and reporting > Issues 1 / 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

User name	External id	Action
Filter	Filter	Filter
pgarcia		Unknown

Displayed rows

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\_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

[Acknowledge](#) [Send custom email](#) [Unlock account](#) [Lock affected accounts](#) [Disable user](#) [Lock affected host](#) [Unlock host](#) [Add comment](#) [Close](#)

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

Displayed rows:

Actions log : 2023-08-03 09:24:19 \$\$INTERNAL\$\$ Created

✓ Acknowledge
Send custom email
Unlock account
Lock affected accounts
Disable user
Lock affected host
Unlock host
← Close

Add comment

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.
<b>Lock affected host</b>	If you click this option, Soffid will lock the affected host.
<b>Unlock host</b>	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](#)

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

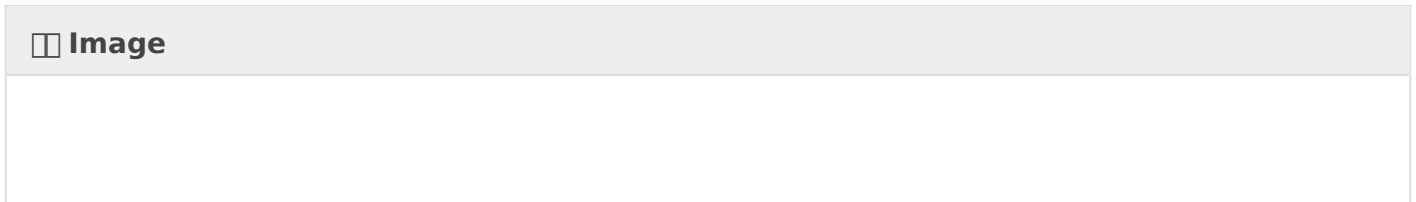
Actions log : 2023-08-07 07:04:26 anonymous Created

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

[Add comment](#)

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

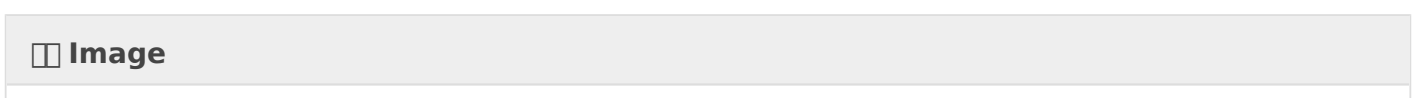
Actions log : 2023-08-03 15:03:28 null Created

✓ Acknowledge
Send custom email
Unlock account
Lock affected accounts
Disable user
Add comment

↩ Close

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	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](#)
- [Add comment](#)
- [↩ Close](#)

<b>Unlock account</b>	If you click this option, Soffil will unlock the account.
<b>Look affected accounts</b>	If you click this option, Soffil will lock affected accounts.
<b>Disable user</b>	If you click this option, Soffid will disable the user.

## robot-login

### 📄 Image

[Main Menu](#) > [Administration](#) > [Monitoring and reporting](#) > [Issues](#) < 2 / 2

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](#)
- [↩ Close](#)

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

<b>Disable user</b>	If you click this option, Soffid will disable the user.
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Revision #13

Created 18 July 2025 17:58:01 by Sion Vives

Updated 22 October 2025 15:51:38 by Sion Vives