

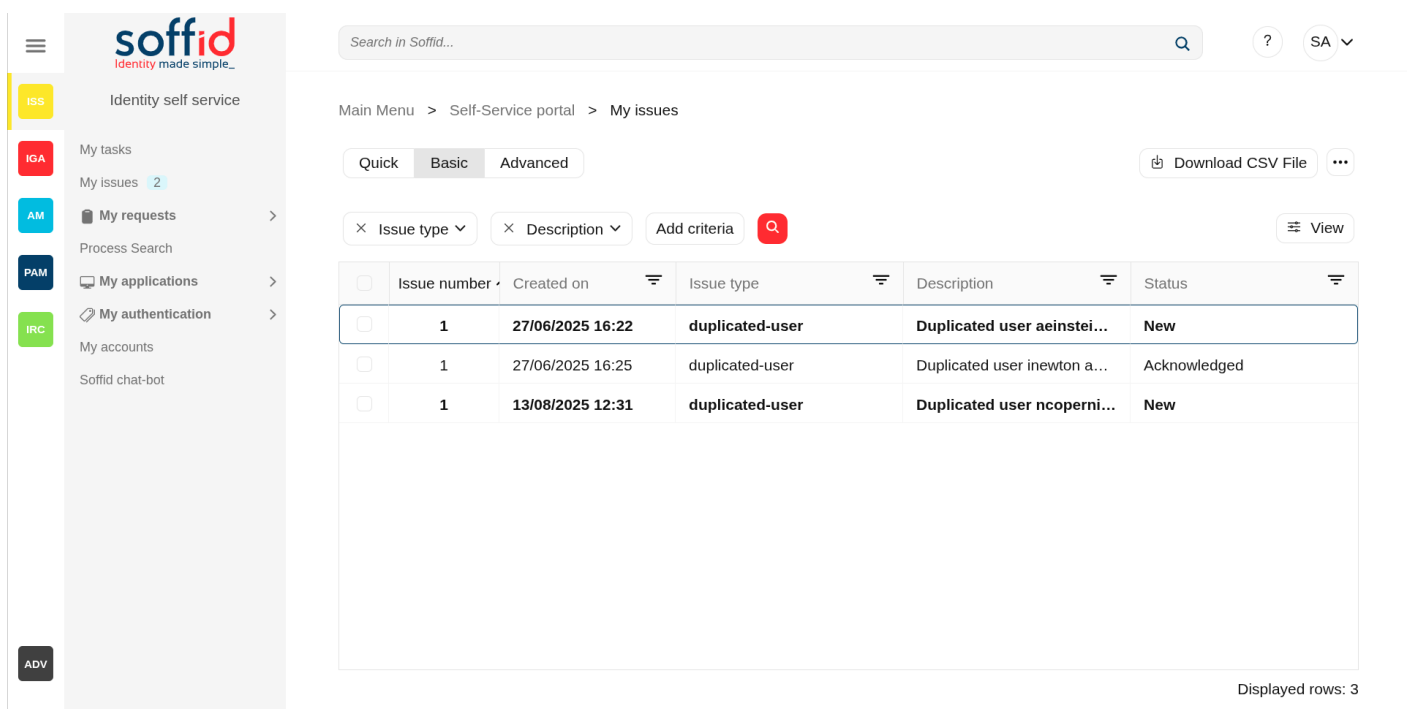
# My issues

## 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.

The incidents that appear on this screen are those that the user has initiated or those for which the user has yet to take action in order to continue with their progress.

## Screen overview



The screenshot shows the Soffid user interface for managing issues. On the left is a navigation sidebar with the Soffid logo and menu items: ISS (Identity self service), IGA (My tasks), AM (My issues 2), PAM (My requests), PAM (My applications), IRC (My authentication), and ADV (My accounts). The main content area has a search bar, breadcrumb navigation (Main Menu > Self-Service portal > My issues), and filter tabs (Quick, Basic, Advanced). Below the filters are search criteria for 'Issue type' and 'Description', and a 'Download CSV File' button. A table displays the following 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 aeinstei...	New
<input type="checkbox"/>	1	27/06/2025 16:25	duplicated-user	Duplicated user newton a...	Acknowledged
<input type="checkbox"/>	1	13/08/2025 12:31	duplicated-user	Duplicated user ncoperni...	New

Displayed rows: 3

## Related objects

- Issue policies : where the issues are configured
- Issues : list all issues
- My issues : issues started by a user or the user has pending an action
- Pages related to the different issues:
  - User
  - Accounts
  - Network intelligence
  - Agents
  - Sync server monitoring
  - Hosts
  - Scheduled jobs
  - My OTP devices
  - PAM rules
  - Roles
  - Segregation of duties

## 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

## Standard attributes

- **Issue number**: an incremental number to identify the issue.
- **Created on**: date of creation.
- **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

- **Times:** number of times the issue has been repeated.
- **Acknowledged on**
- **Solved on**
- **Percentage of failed login**
- **Human confidence metric**
- **System**
- **OTP device**
- **Exception:** Error occurred
- **Risk**
- **Role grant**
- **PAM Rule**
- **jobName**
- **Country**
- **Account**
- **Actor:** owner of this issue.
- **loginName**
- **Hosts**
- **Users**
- **Actions log:** each of the actions that have been carried out on the issue
- **Requester**
- **Breached email**
- **Data breach**
- **Breah description**
- **Created by**
- **Modified on**
- **Modified by**

# 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

<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 : 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

### 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		Gaile	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 type="checkbox"/> No	<input type="checkbox"/> No

## 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 Garcia

[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

<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

Users :

⚙ User name	⚙ External id	⚙ Action
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
pgarcia		Unknown

Displayed rows:

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

<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-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](#)

<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

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

<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

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

<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

**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](#)

<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

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

<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.

## 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 #9  
 Created 26 June 2025 06:39:51  
 Updated 22 October 2025 15:51:38 by Sion Vives