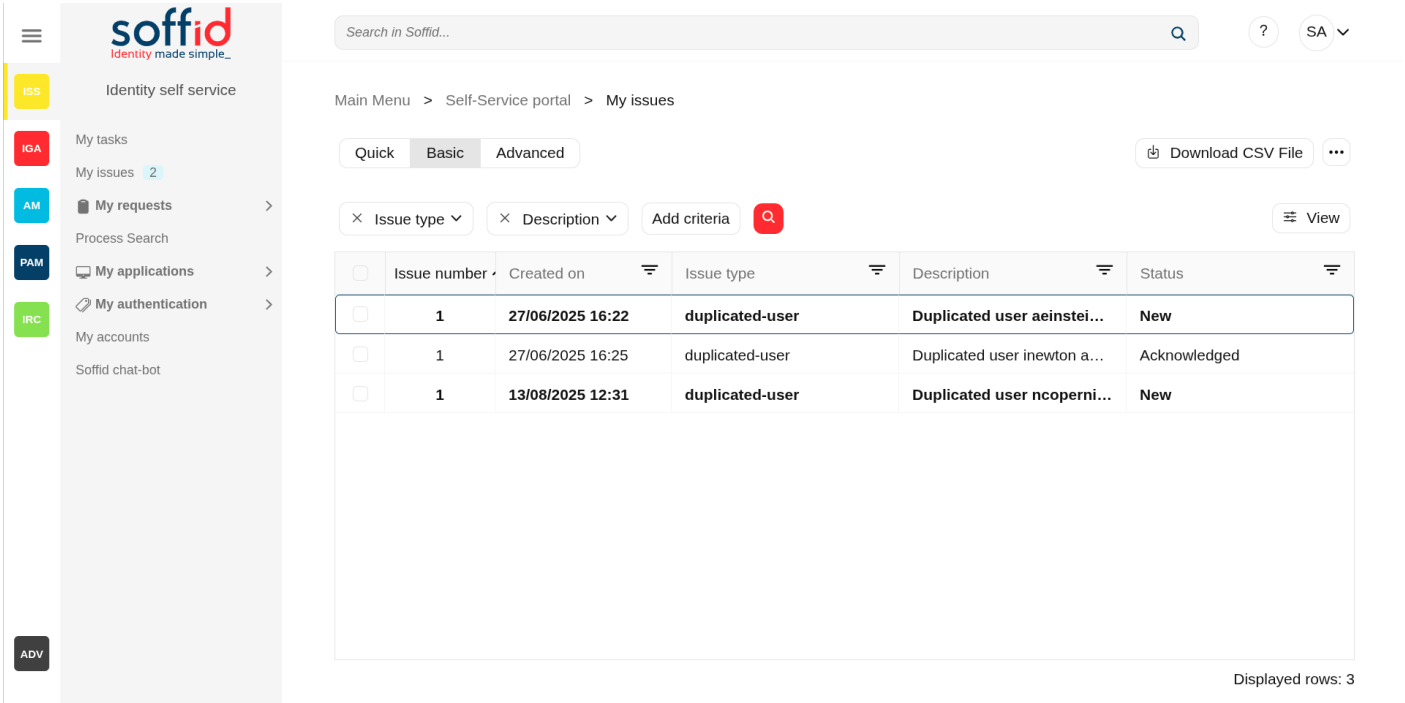
# My issues

## 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




## 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 acction
- 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.
- **Aknowledged on**
- **Solved on**
- **Percentage of failed login**
- **Human confidence metric**
- **System**
- **OTP divice**
- **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

| | |
|---|---|
| **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. |

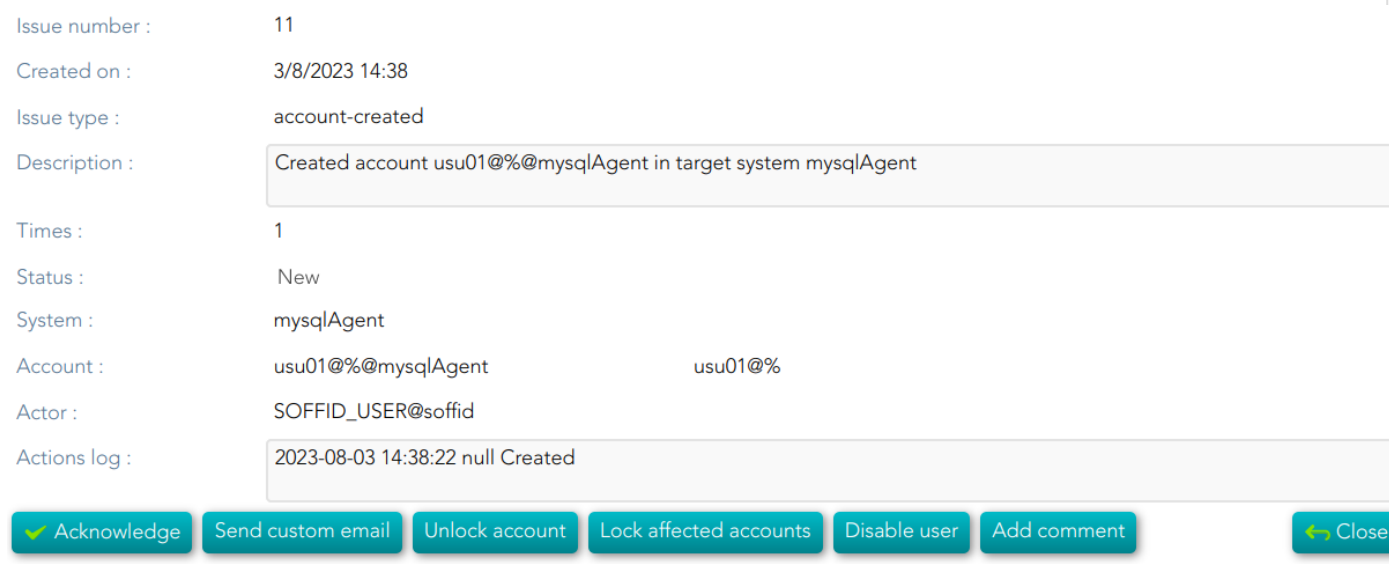
## Issue detail

| | |
|---|---|
| **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

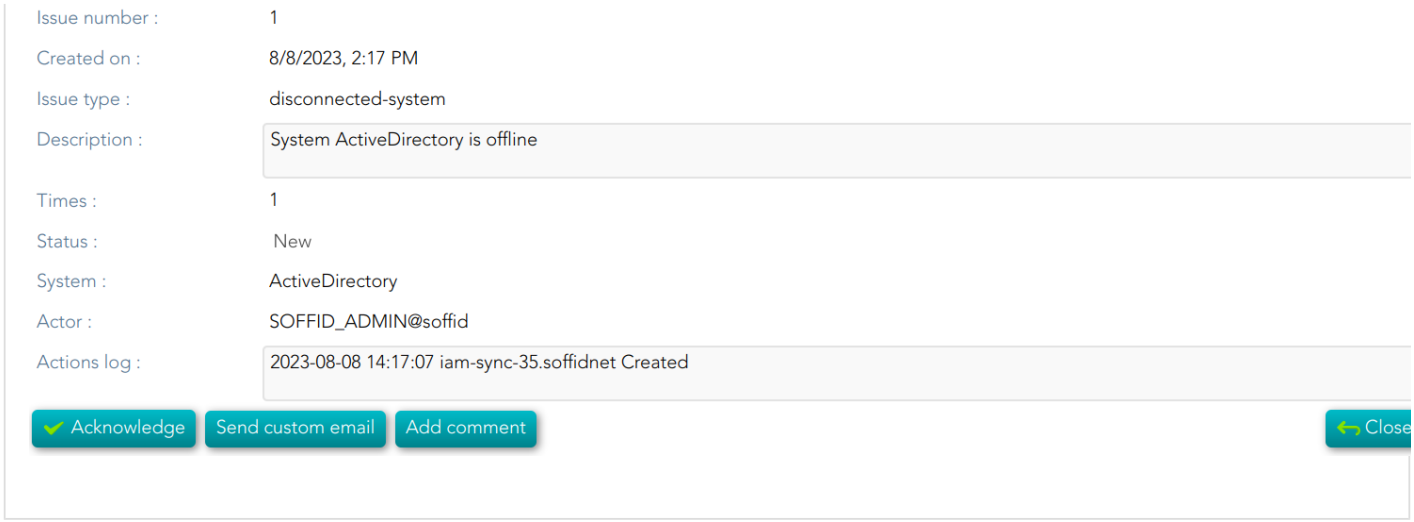
**Image**




| | |
|---|---|
| **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. |

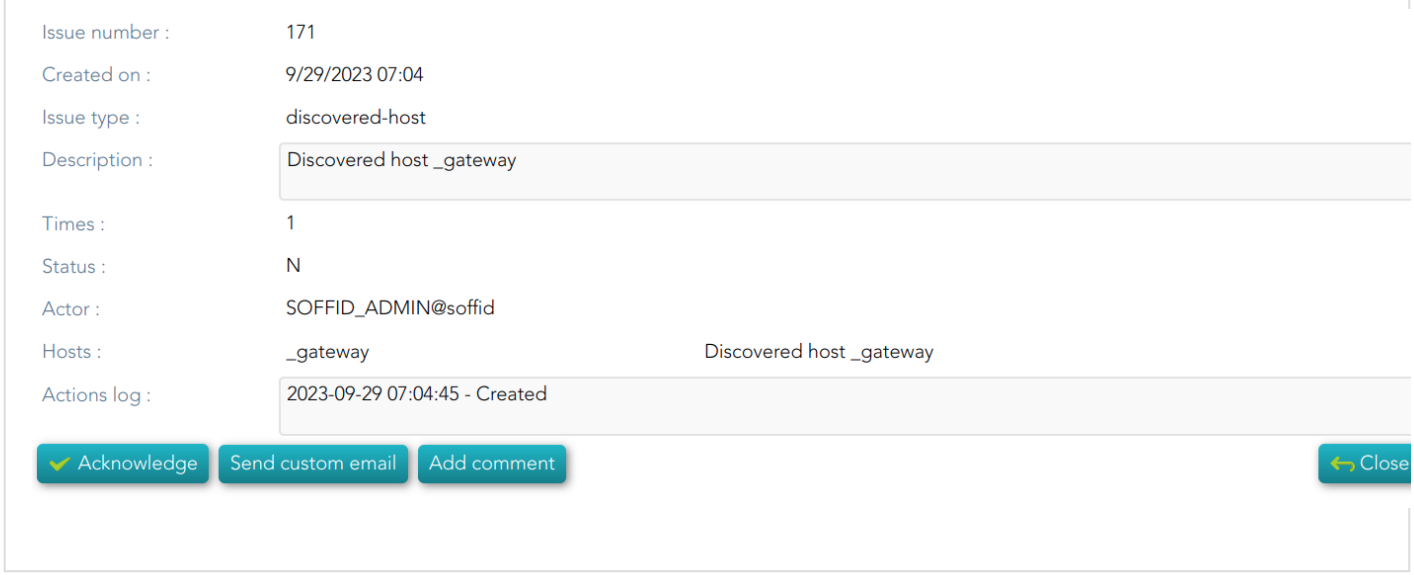
## disconnected-system

**Image**




## discovered-host

**Image**

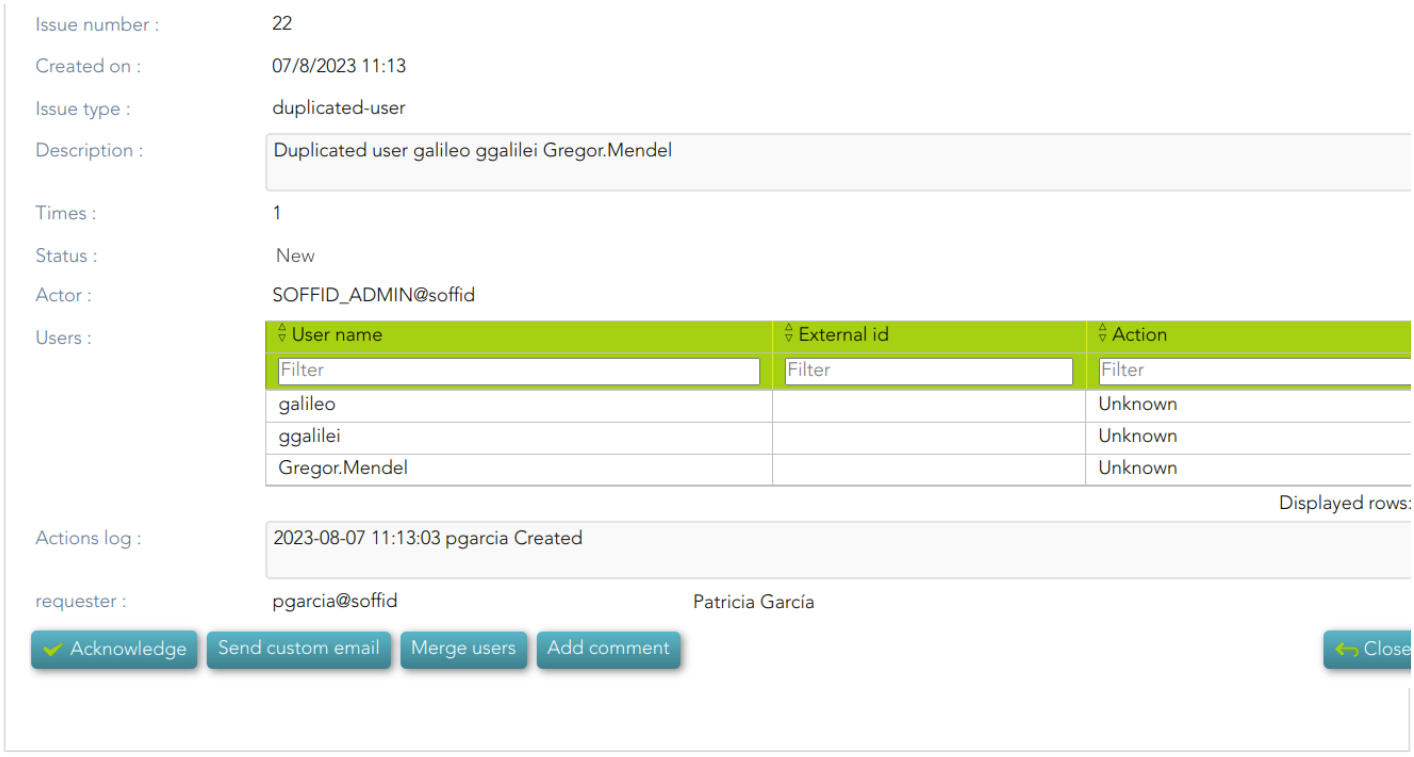



## discovered-system

**Image**

## duplicated-user

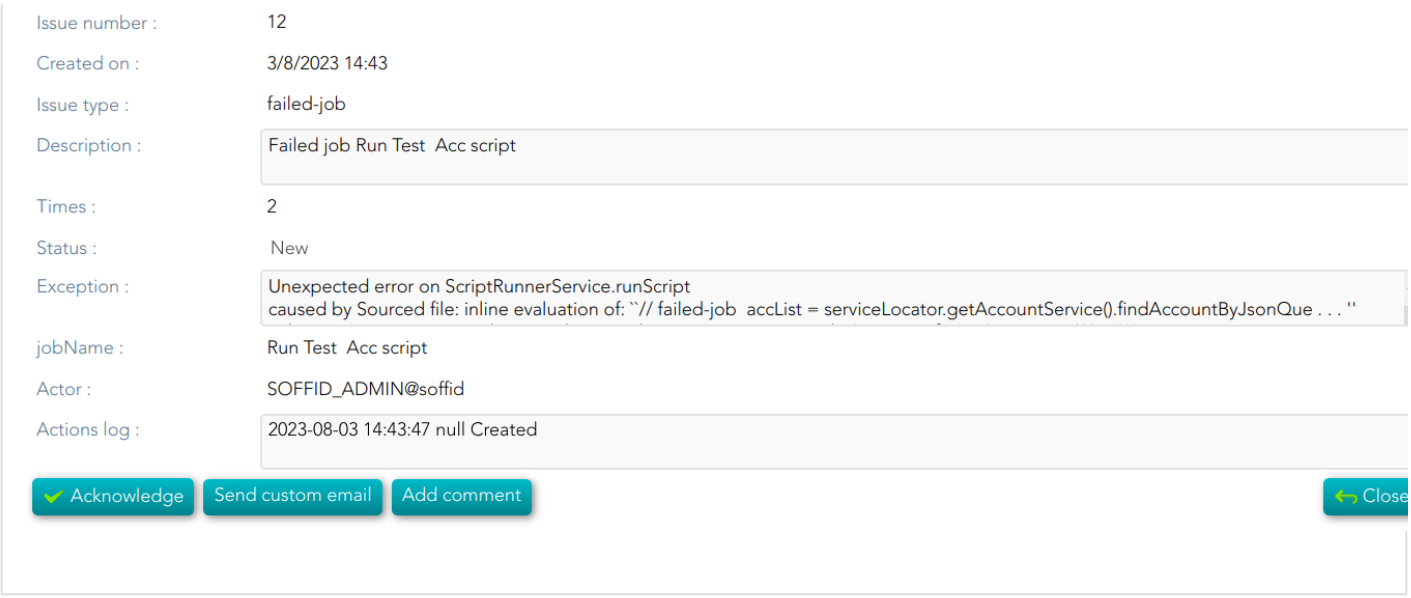
**Image**




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

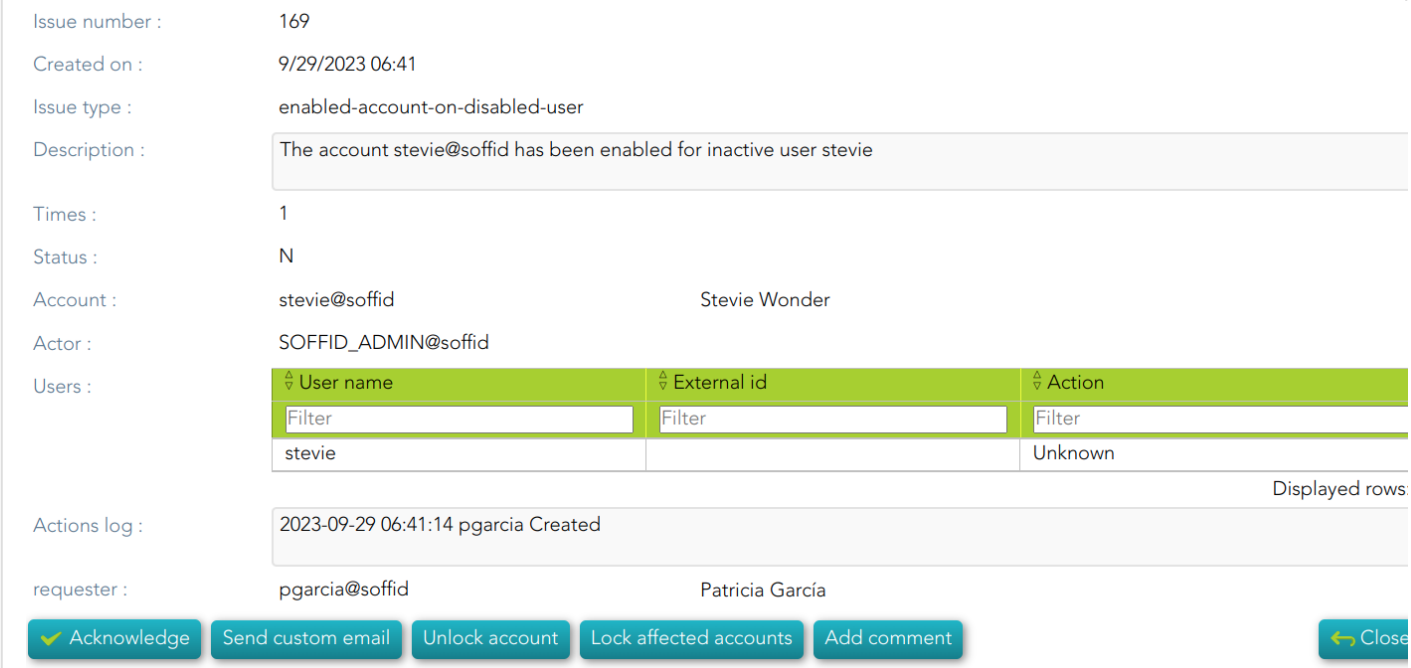
# failed-job

**Image**




## enabled-account-on-disabled-user

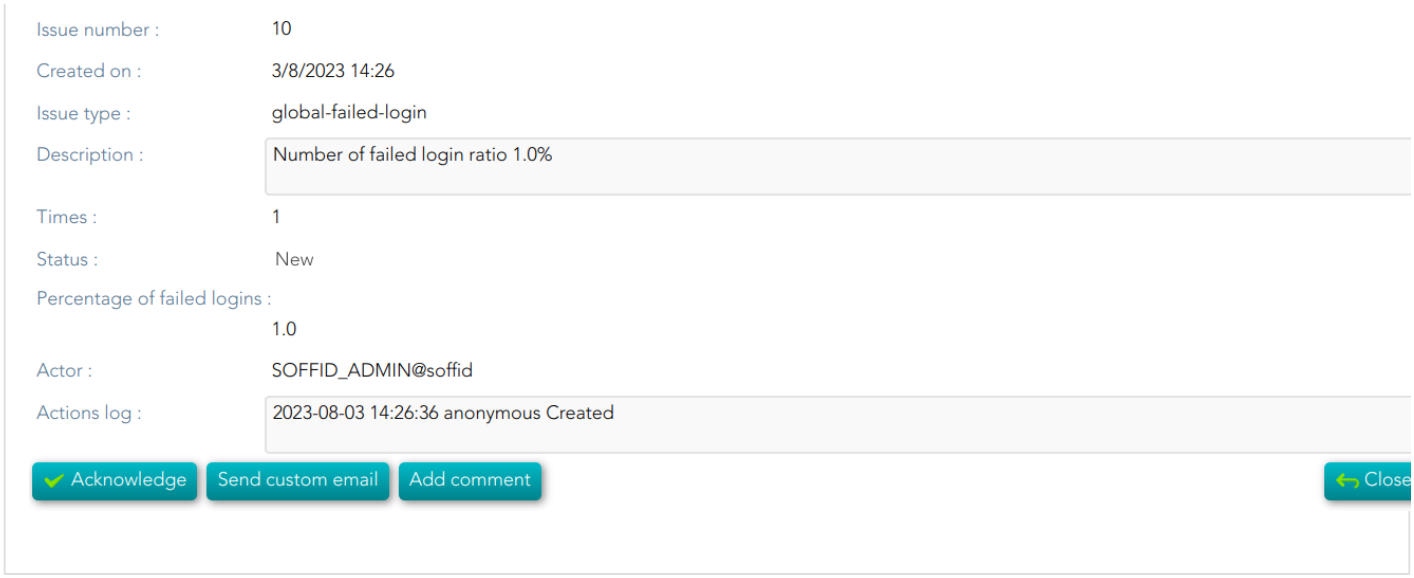
**Image**




| | |
|---|---|
| **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. |

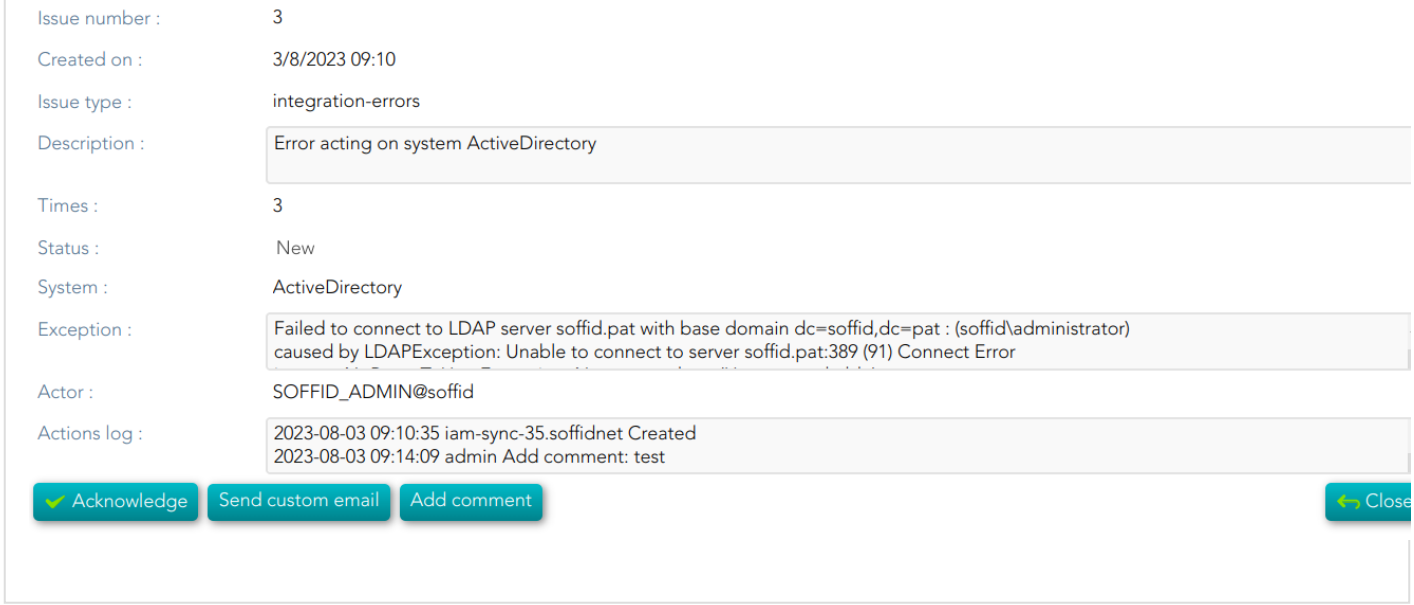
## global-failed-login

**Image**



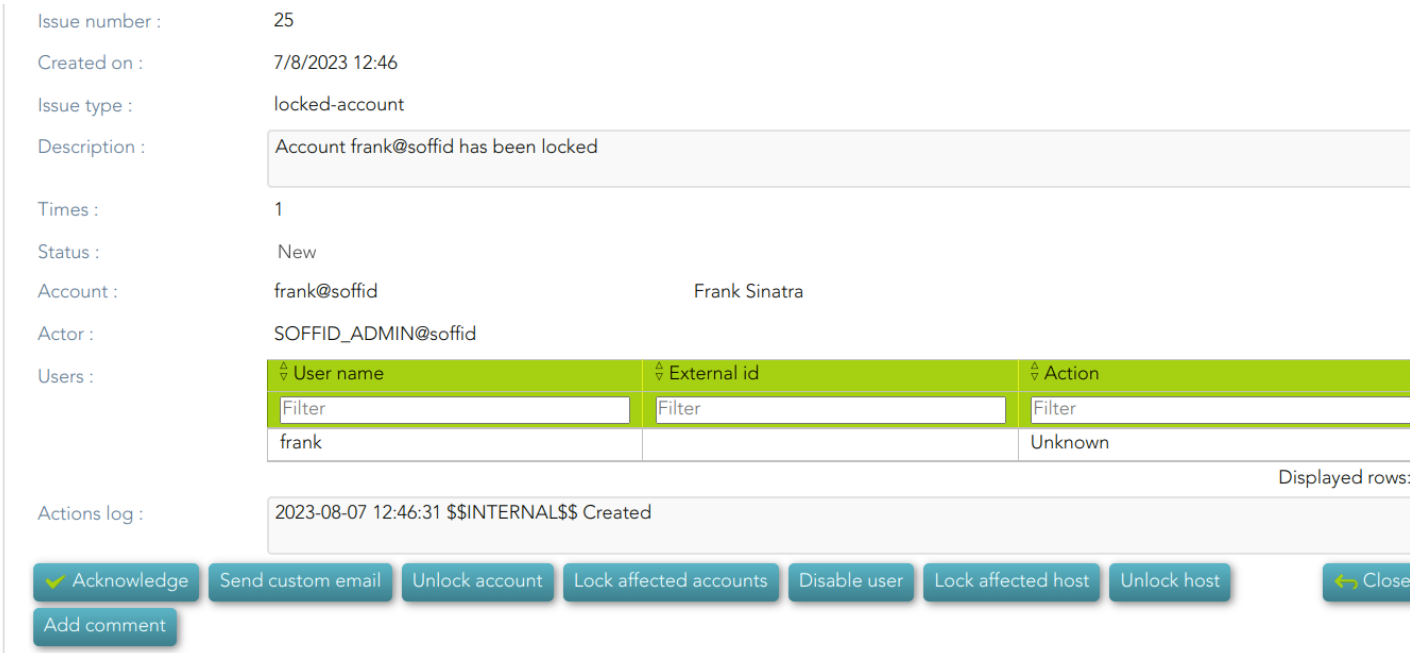

## integration-errors

**Image**




## locked-account

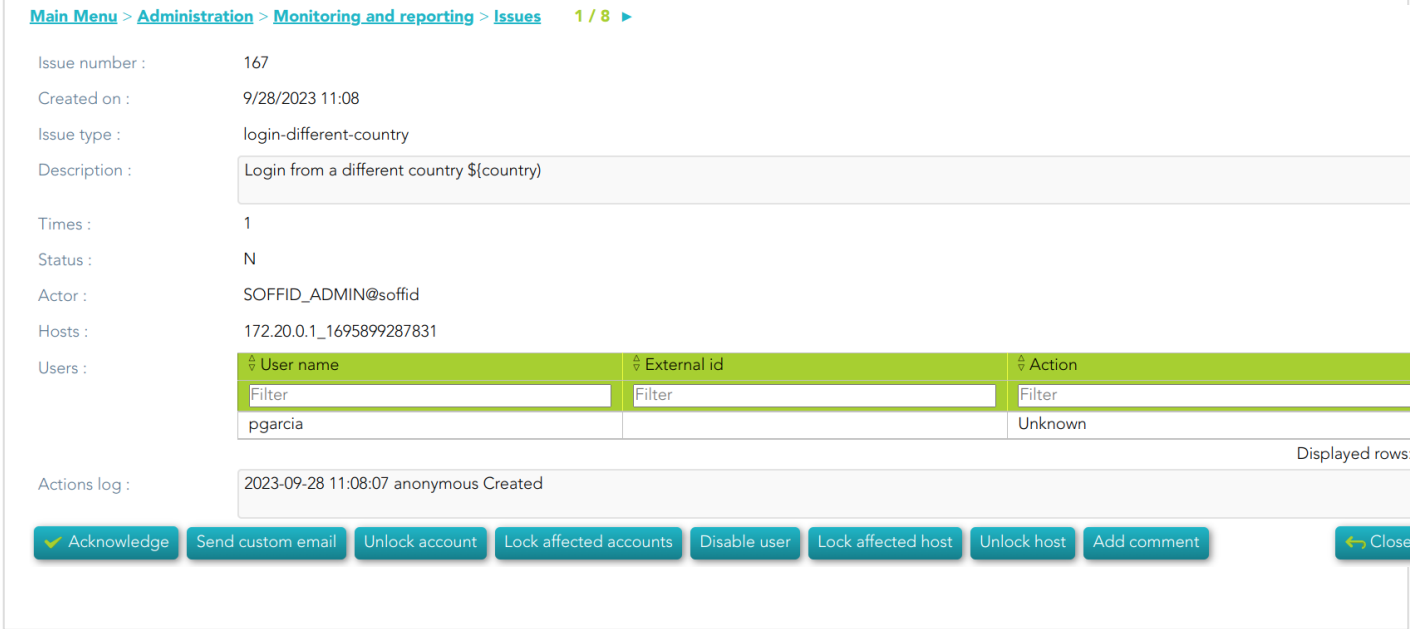
**Image**




| | |
|---|---|
| **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

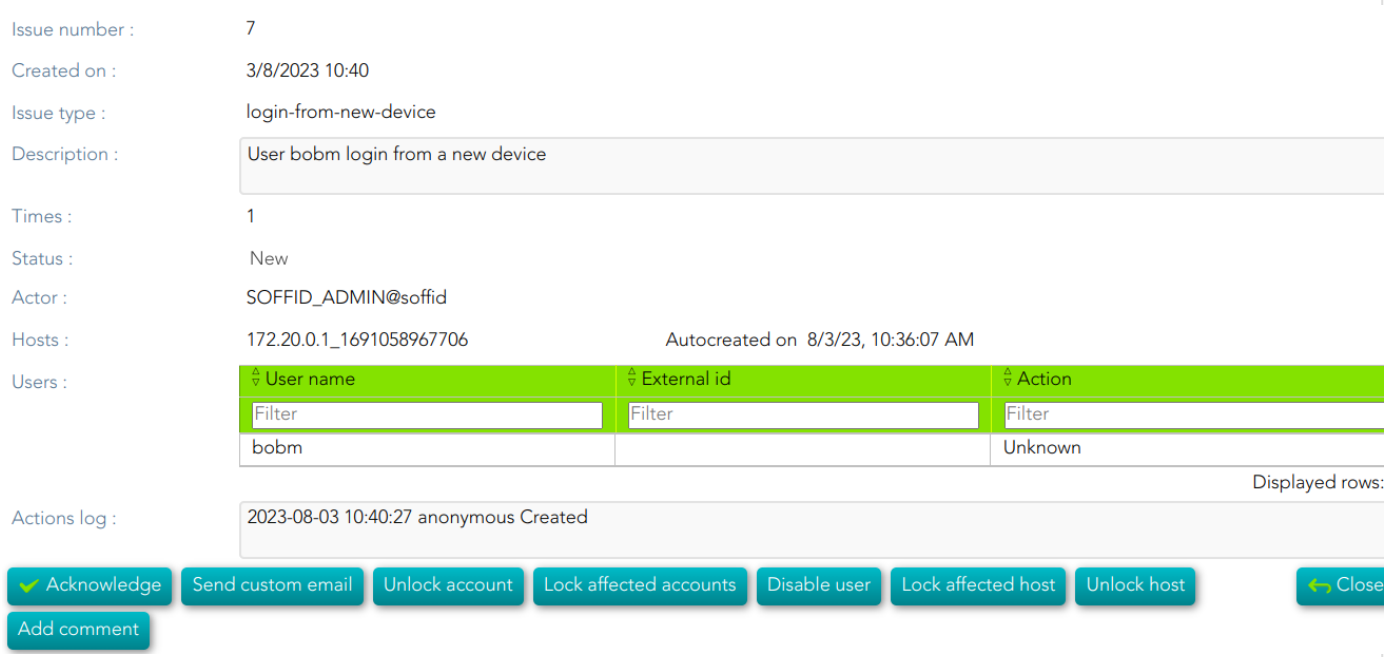
**Image**



| | |
|---|---|
| **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

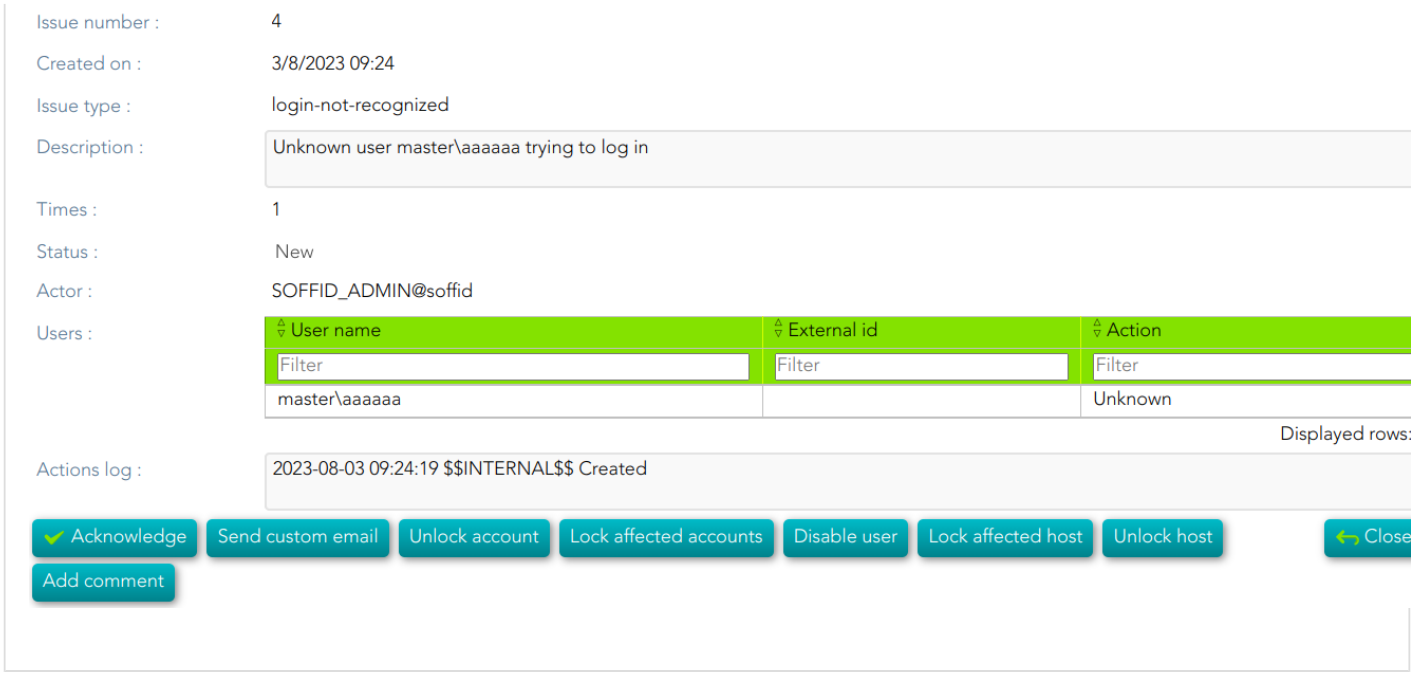
**Image**




| | |
|---|---|
| **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

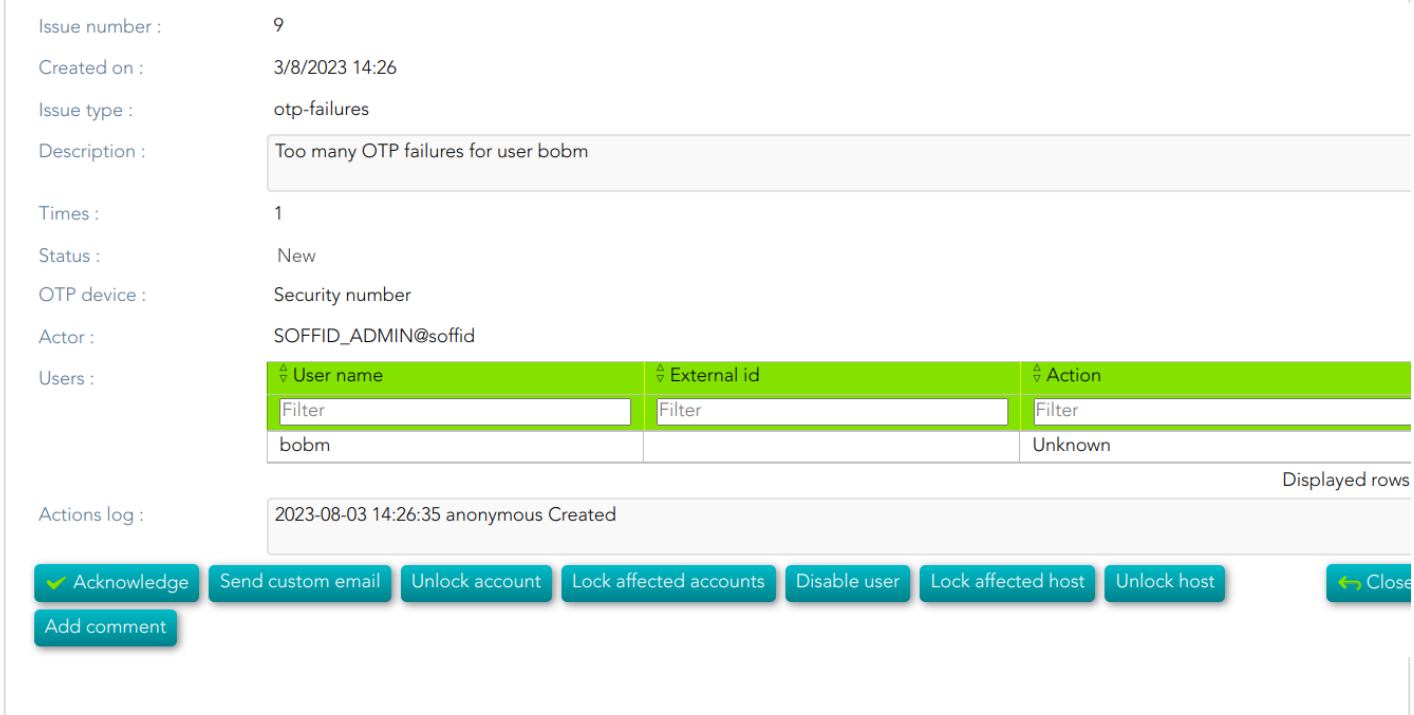
**Image**




| | |
|---|---|
| **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

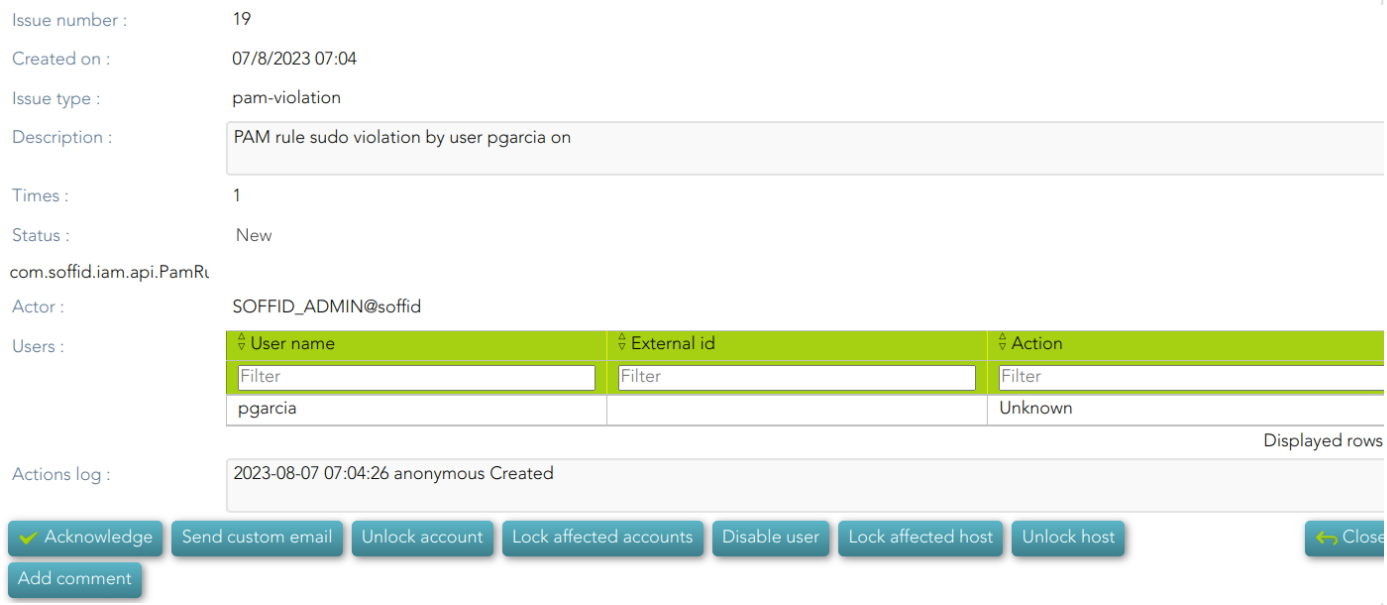
**Image**



| | |
|---|---|
| **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**



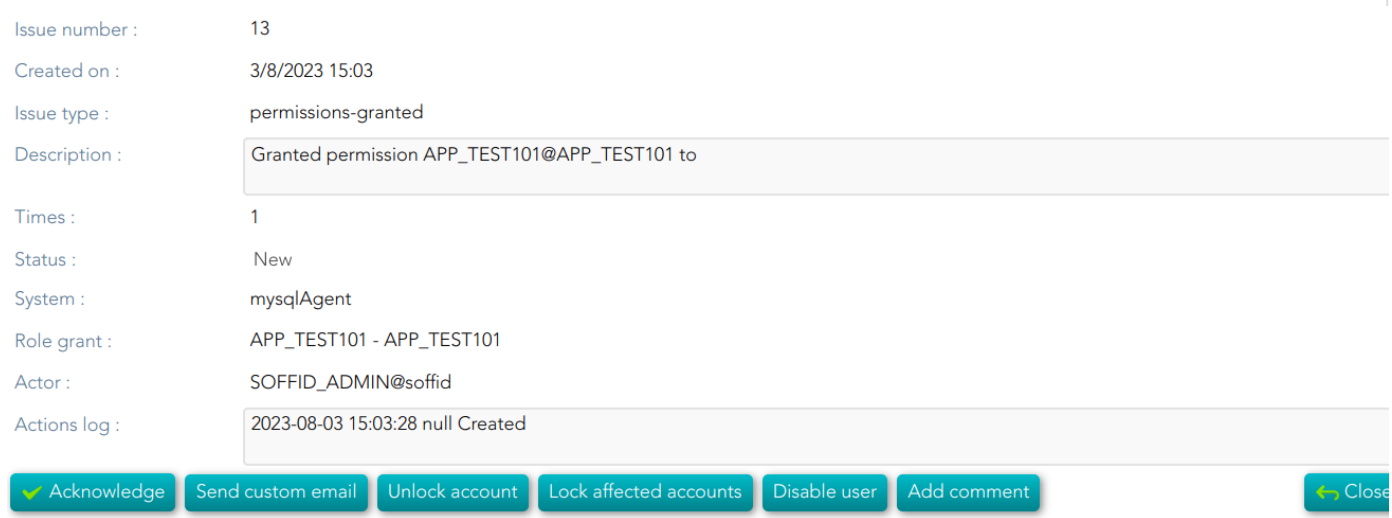

| | |
|---|---|
| **Unlock account** | If you click this option, Soffil will unlock the account. |
| **Look affected accounts** | If you click this option, Soffil will lock affected accounts. |
| **Disable user** | If you click this option, Soffid will disable the user. |
| **Lock affected host** | If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

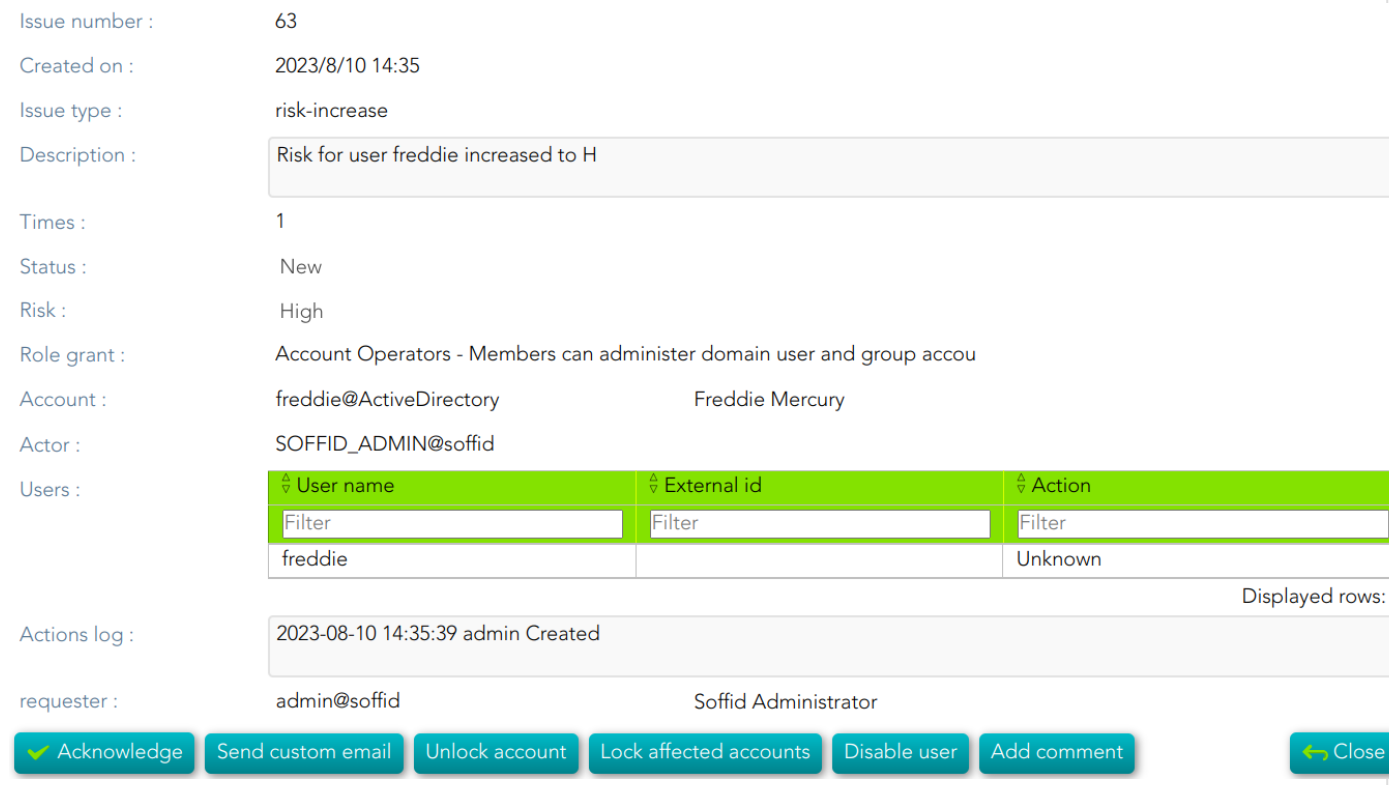
**Image**




| | |
|---|---|
| **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

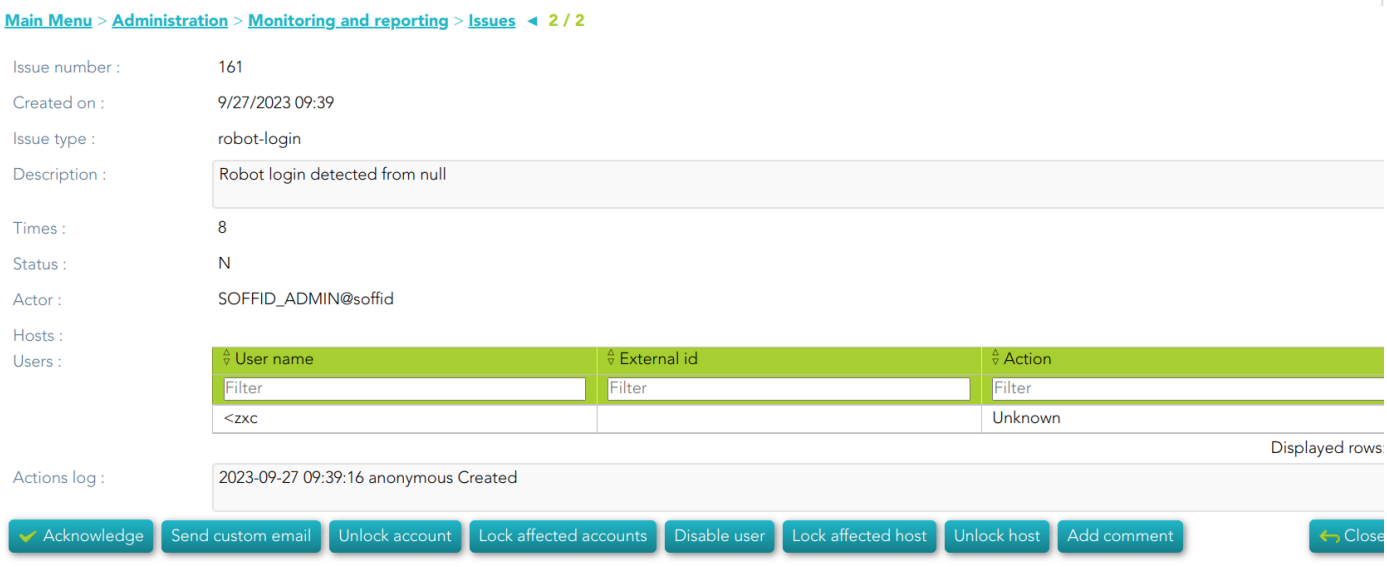
**Image**



| | |
|---|---|
| **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

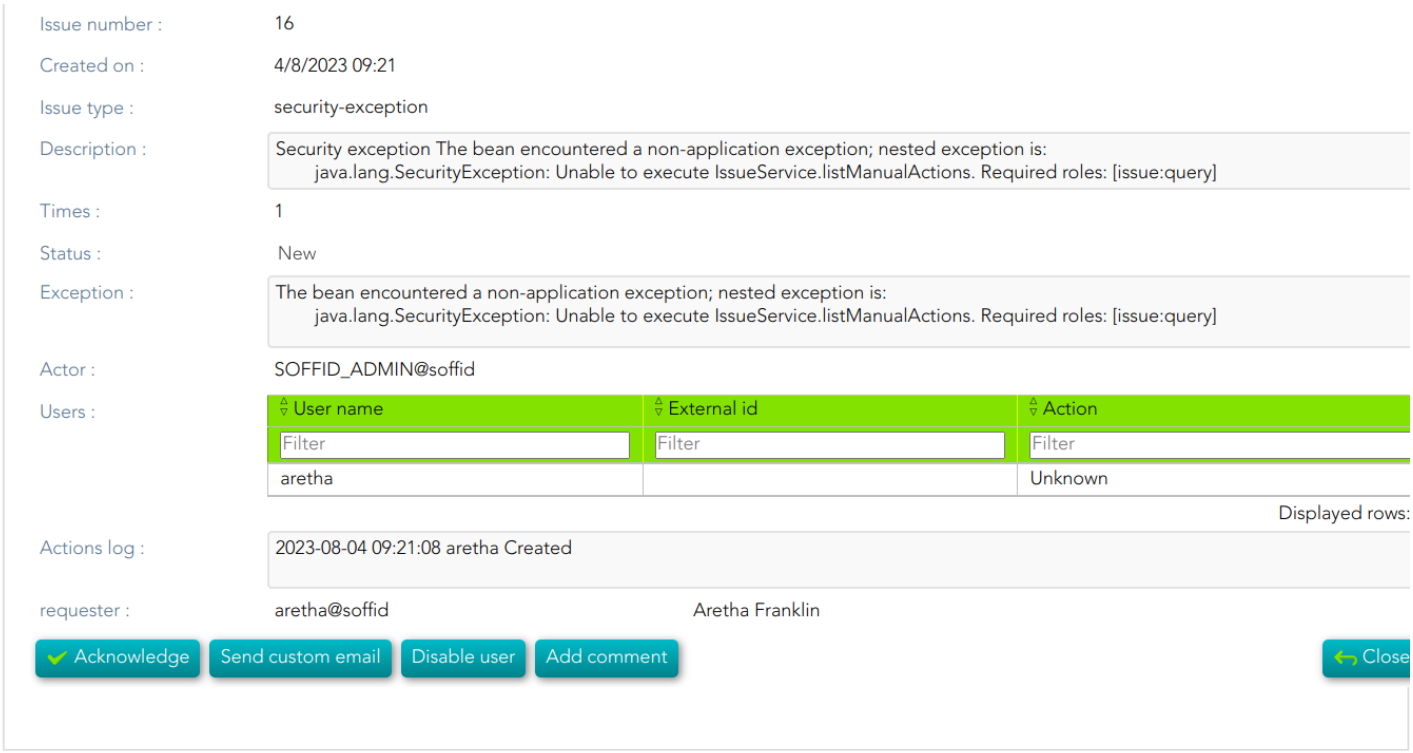
### Image




| | |
|---|---|
| **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. |

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Created 26 June 2025 06:39:51
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