

## Troubleshooting Connectors

Each connector has a document (available from [Resolver Support](#)) that describes the specifics of the software to which it connects and how to install and configure the connector. In some cases, the connector documentation has troubleshooting tips that will be more relevant than the general advice found in this section.

### **Does the connector appear in the RiskVision Administrator application?**

The connector must be a configured hostname host name (or IP address) of the RiskVision server, and the server must be accessible on the port specified. In addition, the connector must be configured with proper RiskVision credentials. To test credentials, try logging in to the console manually.

### **Has the connector been authenticated?**

Each connector must be manually authenticated through the RiskVision console by a user with sufficient privileges. The connector's health shows green in the connector table when the connector has been authenticated and its "heartbeat" has been received.

### **Is the third-party software running?**

Connectors connect to third-party software. Is this software the correct version, as described in the connector documentation? Is that system up and running, and is the server accessible to the connector host? The connector must be configured with the correct hostname and login credentials for the third-party software.

### **Did you allow enough time?**

Third-party software sometimes takes longer than expected to send data. In addition, the connector sometimes throttles a high-bandwidth data stream and buffers a sporadic one. The connector configuration may affect the timing of the data flow, for example, by specifying a polling frequency.

### **Have you checked the connector logs?**

The connector log will describe connection issues with RiskVision or third-party software, for example.

### **Did the RiskVision server report any errors with the connector?**

The RiskVision log and notifications may help pinpoint a source of connector problems.

### **Did you upgrade to the current connector without uninstalling the previous version?**

Connector installation requires that any previous version is uninstalled first.

### **Does the problem still occur?**

Contact [Resolver Support](#).