Troubleshooting the NVD Connector

In the event that a user runs into problems while using the NVD connector, there are a few steps that can be taken. The below steps should help resolve most common errors that the user will encounter.

To troubleshoot most common issues:

1. Ensure that the connector is authenticated.

2. Ensure that the correct file been used to import data.

3. Confirm that there are no errors or exceptions in the connector's log.

4. Allow approximately two minutes for the connector to collect all required information from the file.

5. Confirm that the RiskVision server did not report any connector errors. In the event of an error, resolve them by providing proper configuration details.

If problems persist:

1. Stop the connector.

2. Delete all the files from the **\data\old** folder.

3. Copy the correct file in the **\data\new** folder. GS: What is the correct file?

4. Start the connector and provide a couple of heartbeat cycles to see if hierarchies start showing up in the connector log as well as in RiskVision itself.

If all of the above steps fail, contact Resolver Support.