## Fix the Risk Score Display

When upgrading to RiskVision 9.5 or higher, there might be an issue where the **Risk Score** column of a vulnerability's Affected Entities tab does not display with a decimal place. In order to display the risk scores properly, a RiskVision administrator must run the **Rebuild Grouping Cache** job be following the below steps:

## To run the Rebuild Grouping Cache job:

- 1. Log on with an administrator account.
- 2. Open the Threat and Vulnerability Manager application.
- 3. Navigate to Configuration > Threat Management Preferences.
- 4. Navigate to the Groupings tab and click Rebuild Grouping Cache.

Home	Entities	Vulnerabi	ities Threats	Technologies	Content	Analytics	Configur	ration						
Workflow	s Threat Ma	nagement Pr	eferences Exce	ption Management Pre	eferences E	mail Templates	Escalation	Ticket Management Preferences	Filters	Ownership Types	Entity Configuration	Vulnerability Risk Configuration		
Threat Management Preterences														
General		Grouping of Entities												
Groupings		1-6 of 6	1-6 076											
Vulnera	ability Status	New	Edit Delete	Grouping Cach	е						Filter by - Show all - V Refresh			
			Name					<ul> <li>Description</li> </ul>						
			Application					Application						
			AssetDetails					AssetDetails						
			Criticality					Template using entity criticality for	or grouping	p.				
			CustomString					CustomString						
			Default					Default using OS title/vendor/version with entity owner and criticality.						
			Hierarchy					Hierarchy						



In some cases, the Rebuild Grouping Cache job may not run correctly and the Vulnerability Risk score will display as N/A. If this happens, follow the below steps.

## To resolve a failed Rebuild Grouping Cache job:

- 1. Execute the following queries in the database to get more details:
  - Select \* from agl\_jobrun;
  - Select \* from agl\_db\_log;
- 2. Observe the results after executing the above queries. You should see the following text if the queries were executed successfully:
  - ORA-0001:unique Containt(AGLDB.PK\_AGL\_ASSET\_FACTOR\_CUSTOMATTR) violated found in the agl\_db\_log
- 3. Execute the below query to check for duplicate records in the custp, attributes table:
  - o select object\_id, attrib\_level, count \*
    from agl\_customattributes group by object\_id, attrib\_level having count \* > 1
- 4. If the above query returns any record, update the object\_id to null.
- 5. Run the Rebuild Grouping Cache job.

If the above steps do not resolve the issue, contact Resolver Support.