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	Vulnerabili	ities Threats	Technologie	s Content	Analytics	Configu	ration						
Workflows		agement Pr	eferences Exce	eption Management F	Preferences E	mail Templates	Escalation	Ticket Management Preferences	Filters	Ownership Types	Entity Configuration	Vulnerability Risk Configuration		
Threat Management Preferences														
General		Groupi	Grouping of Entities											
Groupings		1.6.46	606-											
Vulnera	bility Status	New Edit Delete Rebuild Grouping Cache Update Grouping Cache						Filter by - Show all - V Refresh						
			Name					 Description 						
			Application					Application						
			AssetDetails					AssetDetails						
			Criticality					Template using entity criticality f	or grouping	p.				
			CustomString					CustomString						
			Default					Default using OS title/vendor/ve	rsion with e	ntity owner and critic	ality.			
			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.