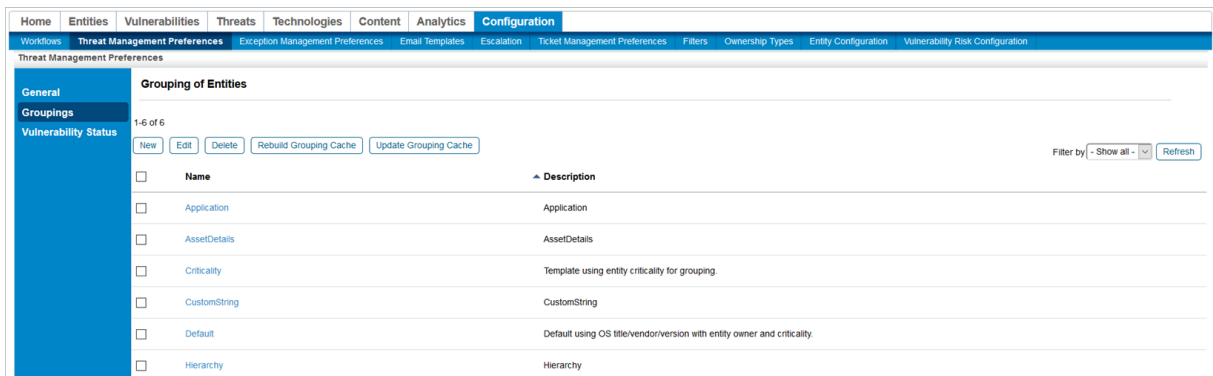


Fix the Risk Score Display

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**.



The Groupings tab.

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:
 - `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](#).