

VIOE - Vulnerability Intelligence & Orchestration Engine

Error Handling & Troubleshooting Guide

Document Version: 1.0 **Classification:** Internal - Operations & Support **Last Updated:** January 2026

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1. Introduction

1.1 Purpose

This guide helps users and support staff quickly identify, understand, and resolve issues encountered in VIOE. Following these procedures reduces downtime and ensures consistent issue resolution.

1.2 How to Use This Guide





1. **Identify the error message or symptom**
2. **Find the matching section in this guide**
3. **Follow the step-by-step resolution**
4. **Escalate if resolution fails**

1.3 Quick Reference

Issue Type	Section
Login/Access problems	Section 4
Import failures	Section 5
Jira/Slack not working	Section 6
Slow performance	Section 7
AI not assigning	Section 8
Reports not generating	Section 9

2. Understanding System Messages

2.1 Message Types

Icon/Color	Type	Meaning
 Red	Error	Action failed, requires attention
 Yellow	Warning	Action succeeded with issues
 Green	Success	Action completed successfully
 Blue	Info	Informational message

2.2 Common Message Patterns

Success Messages:

- "Vulnerability successfully updated"
- "Task created successfully"

- "Import completed - X records processed"

Warning Messages:

- "Assignment confidence is low"
- "SLA approaching in X hours"
- "Some records could not be imported"

Error Messages:

- "Failed to save changes"
- "Connection error"
- "Access denied"

2.3 Toast Notification Reference

VIOE displays toast notifications for real-time feedback:

Notification	Meaning	Action
"Changes saved"	Update successful	None required
"Unable to save"	Update failed	Retry or investigate
"Session expired"	Authentication timeout	Re-login
"Network error"	Connection issue	Check connection

3. Common Errors & Resolutions

3.1 Error Quick Reference Table

Error	Likely Cause	Quick Fix
"Access Denied"	Insufficient permissions	Contact admin for role
"Session Expired"	Timeout	Re-login
"Failed to Load"	Network issue	Refresh page
"Import Failed"	Bad file format	Check file format
"Sync Error"	Integration issue	Check credentials
"Assignment Failed"	AI configuration	Check AI settings
"Report Generation Failed"	Timeout	Try smaller date range

3.2 Error Categories

Category 1: User Errors

- Incorrect input
- Missing required fields
- Invalid file format
- Unsupported operations

Category 2: System Errors

- Service unavailable
- Database timeout
- Memory limits
- Network failures

Category 3: Configuration Errors

- Invalid settings
- Missing credentials
- Expired tokens
- Incorrect mappings

Category 4: Integration Errors

- External service down
- API rate limiting

- Authentication failures
 - Data format mismatches
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4. Authentication & Access Issues

4.1 "Access Denied" / "Unauthorized"

Symptoms:

- Cannot access certain pages
- Actions are blocked
- Features appear disabled

Causes:

1. Insufficient role permissions
2. Session expired
3. Account disabled
4. Team scope restrictions

Resolution:

Step	Action	Expected Result
1	Log out and log back in	Fresh session
2	Verify you're using correct account	Correct email
3	Check with admin for your role	Confirm permissions
4	If team-scoped, verify team membership	Correct team

If still failing: Contact administrator with your username and the action you're trying to perform.

4.2 "Session Expired"

Symptoms:

- Redirected to login page
- Actions fail with timeout message
- Loss of unsaved work

Causes:

- Inactivity timeout (default: 30 minutes)
- Server restart
- Browser issues

Resolution:

Step	Action
1	Click "Login" or refresh the page
2	Enter credentials
3	Navigate back to your work

Prevention:

- Save work frequently
- Maintain activity if working on long tasks
- Check "Remember me" if available and appropriate

4.3 "Failed to Authenticate"

Symptoms:

- Cannot log in
- Password rejected
- MFA failing

Resolution:

Step	Action
1	Verify username (email) is correct
2	Check Caps Lock is off
3	Try password reset if unsure
4	If MFA, verify device time is synced
5	Clear browser cache and cookies
6	Try incognito/private window

If still failing: Contact IT support or administrator.

4.4 "Account Locked"

Symptoms:

- Login blocked after failed attempts
- Message indicating account lock

Resolution:

Step	Action
1	Wait 15-30 minutes for automatic unlock
2	Or contact administrator for manual unlock
3	Use password reset before retry

5. Data & Import Issues

5.1 "Import Failed"

Symptoms:

- File upload unsuccessful
- Error message during import
- Zero records imported

Common Causes & Fixes:

Cause	Indicator	Fix
Wrong file format	"Unsupported format"	Use CSV, JSON, Excel, or PDF
File too large	"File exceeds limit"	Split into smaller files
Malformed data	"Parse error"	Check file structure
Missing required fields	"Required field missing"	Add missing columns
Encoding issues	"Character encoding error"	Save as UTF-8

Resolution Steps:

Step	Action
1	Verify file format is supported
2	Check file size (<50MB)
3	Open file and verify data structure
4	Ensure required columns exist
5	Save file with UTF-8 encoding
6	Retry import

5.2 "Partial Import - Some Records Failed"

Symptoms:

- Import completes but with warnings
- Not all records appear
- Error count shown

Resolution:

Step	Action
1	Note the error count and message
2	Download error report if available
3	Review failed records for issues
4	Fix data issues in source file
5	Re-import only the fixed records

Common Data Issues:

- Missing severity value
- Invalid CVE format
- Unknown environment name
- Duplicate entries (may be filtered)

5.3 "Duplicate Detected"

Symptoms:

- Record not created
- Message about existing record

This is Expected Behavior:

- VIOE prevents duplicate vulnerabilities
- Matching is based on CVE + Asset

Resolution:

- If intentional duplicate: Update existing record instead
- If different issue: Verify CVE and asset are different

5.4 "No Data to Display"

Symptoms:

- Empty list or table
- No search results

Causes & Fixes:

Cause	Fix
Filters too restrictive	Clear filters
No data imported	Import vulnerability data
All items suppressed	Check suppression rules
Team scope limiting view	Switch team filter

6. Integration Issues

6.1 Jira Integration Errors

"Failed to Create Jira Issue"

Cause	Indicator	Resolution
Invalid credentials	"Authentication failed"	Update API token
Project not found	"Project does not exist"	Verify project key
Missing fields	"Required field"	Check field mapping
Rate limiting	"Too many requests"	Wait and retry
Network issue	"Connection timeout"	Check network

Resolution Steps:

Step	Action
1	Navigate to Settings → Integrations → Jira
2	Click "Test Connection"
3	If fails, regenerate API token in Jira
4	Update token in VIOE
5	Verify project key is correct
6	Test connection again

"Jira Sync Failed"

Step	Action
1	Check if Jira issue still exists
2	Verify task has valid Jira key
3	Click "Sync" button to retry
4	If persistent, check Jira permissions

6.2 Slack Integration Errors

"Failed to Send Notification"

Cause	Resolution
Channel not found	Verify channel name in team settings
Bot not in channel	Add VIOE bot to channel
Token expired	Reconnect Slack integration
Network issue	Retry after a few minutes

Resolution Steps:

Step	Action
1	Navigate to Settings → Integrations → Slack
2	Click "Test Notification"
3	If fails, click "Reconnect"
4	Authorize VIOE in Slack
5	Verify channel exists and bot is member

6.3 Scanner Integration Errors

"Scanner Sync Failed"

Cause	Indicator	Resolution
API key invalid	"401 Unauthorized"	Regenerate API key
Scanner unreachable	"Connection timeout"	Check scanner status
Rate limited	"429 Too Many Requests"	Wait for rate reset
Data format changed	"Parse error"	Contact support

Resolution Steps:

Step	Action
1	Verify scanner service is operational
2	Check API credentials are current
3	Test API access directly if possible
4	Update credentials in VIOE if needed
5	Retry sync

7. Performance Issues

7.1 "Page Loading Slowly"

Symptoms:

- Spinner showing for extended time
- Delayed response to clicks
- Timeouts

Quick Fixes:

Step	Action
1	Refresh the page
2	Clear browser cache
3	Try different browser
4	Check your internet connection

If Still Slow:

Step	Action	Purpose
1	Apply filters to reduce data	Less data = faster
2	Use pagination	Load fewer items
3	Close other browser tabs	Free memory
4	Check during off-peak hours	Less load

7.2 "Request Timeout"

Symptoms:

- Action fails after long wait
- Error message about timeout

Causes:

- Large data operation
- Server under load
- Complex report generation

Resolution:

Scenario	Resolution
Large export	Export smaller date range
Bulk operation	Process in smaller batches
Report generation	Narrow report parameters
Repeated timeouts	Wait 15 minutes, retry

7.3 "Out of Memory" / Browser Crash

Symptoms:

- Browser becomes unresponsive
- Tab crashes
- Memory warnings

Resolution:

Step	Action
1	Close unnecessary browser tabs
2	Refresh VIOE page
3	Apply stricter filters
4	Use desktop browser (not mobile)
5	Clear browser cache

8. AI & Assignment Issues

8.1 "AI Assignment Failed"

Symptoms:

- Vulnerability remains unassigned
- Triage button not working
- Error during triage

Resolution:

Step	Action
1	Check AI settings are configured
2	Verify at least one data source enabled
3	Ensure teams exist in system
4	Retry triage operation
5	If fails, manually assign

8.2 "Low Confidence Assignment"

Symptoms:

- Warning about low confidence
- Items in "Needs Review" section

This is Expected Behavior:

- AI flags uncertainty for human review
- Not an error—a feature

Resolution:

Step	Action
1	Review vulnerability details
2	Determine correct team manually
3	Accept or reassign
4	System learns from corrections

8.3 "No Team Assigned"

Symptoms:

- Team field is empty
- Appears in "Unassigned" filter

Causes & Fixes:

Cause	Resolution
Below confidence threshold	Lower threshold or manually assign
No data sources enabled	Enable Git, CODEOWNERS, or Directory
No matching patterns	Add teams or adjust mappings
New asset type	Update configuration

Resolution Steps:

Step	Action
1	Navigate to Settings → AI Ownership
2	Verify at least one source enabled
3	Consider lowering confidence threshold
4	Manually assign if necessary

8.4 "Bulk Triage Partial Failure"

Symptoms:

- Some items assigned, others not
- Summary shows mixed results

Resolution:

Step	Action
1	Note which items failed
2	Review failed items individually
3	Manually assign or investigate
4	Check for patterns in failures

9. Reporting Issues

9.1 "Report Generation Failed"

Symptoms:

- Report doesn't generate
- Timeout during generation
- Error message

Resolution:

Step	Action
1	Reduce date range
2	Apply additional filters
3	Try one framework at a time
4	Retry during off-peak hours
5	If persistent, contact support

9.2 "Report Data Seems Wrong"

Symptoms:

- Numbers don't match expectations
- Missing data in report

Troubleshooting:

Issue	Check
Counts differ from dashboard	Verify same filters applied
Missing items	Check suppression rules
Old data	Verify date range
Team differences	Check team filter

Resolution:

Step	Action
1	Clear all filters and recount
2	Compare filters between views
3	Check suppression isn't hiding items
4	Verify report date range

9.3 "Export Failed"

Symptoms:

- Download doesn't start
- Error during export

Resolution:

Step	Action
1	Check browser allows downloads
2	Try different export format
3	Reduce data volume with filters
4	Try different browser
5	Clear browser cache

10. Step-by-Step Resolution Guides

10.1 Guide: Resolving Import Failures

START: Import failing

|



Step 1: What error message?

|



"Unsupported format"

|

↳ Save file as CSV, JSON, or Excel

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"File too large"

|

↳ Split file into parts <50MB

|



"Parse error"

|

↳ Check file for formatting issues

|



"Missing required field"

|

↳ Add title and severity columns

|



"Connection error"

|

↳ Check network and retry

|



Step 2: Still failing?

- |
- |→ YES → Collect diagnostic info (Section 12)
 - Escalate to support
- |
- |→ NO → Import successful
 - Document what fixed it

10.2 Guide: Resolving Login Issues

START: Cannot log in

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Step 1: Check credentials

|

- |→ Caps Lock on? → Turn off
- |→ Correct email? → Verify
- |→ Correct password? → Reset if unsure

|



Step 2: Still failing?

|

- |→ "Account locked"
 - |→ Wait 30 minutes or contact admin
- |→ "Invalid MFA"
 - |→ Sync device time, try again
- |→ "Unknown error"
 - |→ Clear cache, try incognito mode

|



Step 3: Still failing?

|

- |→ Contact IT support with:
 - Username
 - Error message
 - Browser and OS

10.3 Guide: Resolving Jira Sync Issues



11. When & How to Escalate

11.1 Escalation Criteria

Escalate Immediately If:

- System completely inaccessible
- Security incident suspected
- Data loss or corruption
- Critical business impact

Escalate After Self-Service If:

- Followed troubleshooting steps
- Issue persists after 30 minutes
- Error is unclear or undocumented
- Pattern suggests system issue

11.2 Escalation Path

Level	Contact	Response Time	Issues
1	Team Lead	4 hours	Operational issues
2	Administrator	2 hours	Configuration, access
3	Support Team	1 hour	System errors
4	Emergency	15 minutes	Outages, security

11.3 How to Escalate

Information to Include:

SUPPORT REQUEST

Issue Summary: [One-line description]

Environment:

- Browser: [Chrome/Firefox/Edge + version]
- Operating System: [Windows/Mac/Linux]
- Time of Issue: [Date and time]
- User Account: [Your email]

Steps to Reproduce:

1. [First step]
2. [Second step]
3. [Third step]

Error Message: [Exact error text]

Screenshots: [Attach if available]

Urgency: [Critical/High/Medium/Low]

Business Impact: [What is blocked or affected]

Troubleshooting Already Tried:

- [Step 1]
- [Step 2]

11.4 Emergency Contact

For critical system issues:

- Email: [Support email]
- Phone: [Support phone]
- Slack: #vioe-support (if available)

12. Diagnostic Information Collection

12.1 Browser Information

How to collect:

Browser	Steps
Chrome	Menu → Help → About Google Chrome
Firefox	Menu → Help → About Firefox
Edge	Menu → Help and Feedback → About

12.2 Error Details

When an error occurs:

Step	Action
1	Take a screenshot of the error
2	Note the exact error message text
3	Note what action triggered the error
4	Check browser console for details

Browser Console Access:

- Windows: Press F12, click "Console" tab
- Mac: Press Cmd+Option+J

12.3 Network Information

If network-related:

Step	Action
1	Check if other websites work
2	Note if on VPN
3	Try from different network if possible
4	Check browser Network tab (F12) for failed requests

12.4 System State Information

Helpful context:

- Time of day (for load patterns)
- Recent actions taken
- Any recent changes (password, browser update)
- Other users affected?

12.5 Log Collection (Admin Only)

For administrators:

Step	Action
1	Access system logs
2	Filter to time of issue
3	Look for ERROR or WARN entries
4	Export relevant timeframe
5	Include with escalation

Document Control

Version	Date	Author	Changes
1.0	January 2026	Documentation Team	Initial release

This guide should be updated when new error patterns are identified.

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