Common issues troubleshooting 1

Last updated by | Hekmat Abuzahrah | Mar 30, 2023 at 8:35 AM CDT

Issue 1:

A file appears as "not imported" with no error report available

If you see that a file you tried to upload appears as "not imported", but there is no error report available, it usually means that some internal error occurred, and that the issue is not relate indicators validity.

In that case, you will see an info balloon next to the status of the file, that says the same thing (like in the below pic).

Option 1:

Please have the customer try to upload the file at a later time, if possible.

If the issue is not resolved then, open an IcM with the file id. Please go to this page to learn how to find the file id.

Option 2:

If the file is marked as "not imported" but you still see that some records have been imported (like in the pic below), the issue was most likely caused due to a timeout on our side.

It could be that the customer uploaded a very large file. It's true that Sentinel has defined a size limit for files, but this limit may not be 100% accurate, so there could potentially be files wit size than the defined limit, that would still cause a timeout.

Please check the size of your customer's file, and if you see that it is indeed close to our size limit, try to have them split the file into 2 smaller files and upload again. This should solve the i: times.

If the file still can't be fully uploaded, open an IcM with the file id. Please go to this page to learn how to find the file id.

Manage file imports

○ Refresh   🗑 Delete

The system maintains the status of the file import for 30 days. The actual file is maintained in the system for 24 hours. After 24 hours the file is deleted and the ingested indicators w continue to show in the Threat Intelligence menu.

	Name	Status	Imported	Source	Invalid	Total
☐	150			150kcsv	0	114000
☐	100	*A system error occurred. Sentinel could not import some/all your records. Please try again later.*		100kjson	0	89000
☐	100kindicators.csv	❌ Not imported ⓘ	93708	100kcsv	0	95000
☐	70kindicators.csv	✅ Fully imported	70000	70kcsv	0	70000
☐	70kindicators.json	✅ Fully imported	70000	70kjson	0	70000
☐	200kindicators.csv	❌ Not imported ⓘ	26721	200kcsv	0	27000
☐	150kindicators.csv	❌ Not imported ⓘ	23665	150kcsv	0	24000
☐	100kindicators.csv	❌ Not imported ⓘ	22252	100kcsv	0	23000
☐	70kindicators.csv	❌ Not imported ⓘ	26687	70kcsv	0	27000
☐	validAndInvalidIndicat...	⚠ Partially imported	2	tt	2	4
☐	validAndInvalidIndicat...	⚠ Partially imported	2	t	2	4
☐	All other Indicator typ...	❌ Not imported	0	gg	1	1
☐	validAndInvalidIndicat...	✅ Fully imported	1	dd	0	1
☐	validAndInvalidIndicat...	❌ Not imported	0	''	1	1
☐	validAndInvalidIndicat...	❌ Not imported	0	ll	1	1
☐	validAndInvalidIndicat...	⚠ Partially imported	2	שש	2	4
☐	All other Indicator typ...	✅ Fully imported	0	uu	0	0
☐	All other Indicator typ...	❌ Not imported	0	kk	1	1
☐	All other Indicator typ...	❌ Not imported	0	j	1	1
☐	All other Indicator typ...	❌ Not imported	0	s	1	1
☐	File Indicators import t...	✅ Fully imported	4	dddd	0	4

Note : ICM should be opened on the following team :

Owning Service : Sentinel US
Owning Team : Threat Intelligence

SLA for Issues:

Sev3/Sev4: Within 1 complete business day (for acknowledging the issue). The actual resolution time for the issue will be longer on a per issue basis.
Sev2: 5-10 mins of acknowledging. The team will work on the issue until it is actually resolved.