

Troubleshooting: Could Not Connect to Any Seed URLs

Enterprise Content Operations

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Purpose: Burp Suite scans our websites to look for new vulnerabilities. If the scan has been misconfigured, the scan will not run, which will leave the site exposed. A common reason is when the scanner "could not connect to any seed URLs". This document will show you how to troubleshoot this exact error.

You Will Need:

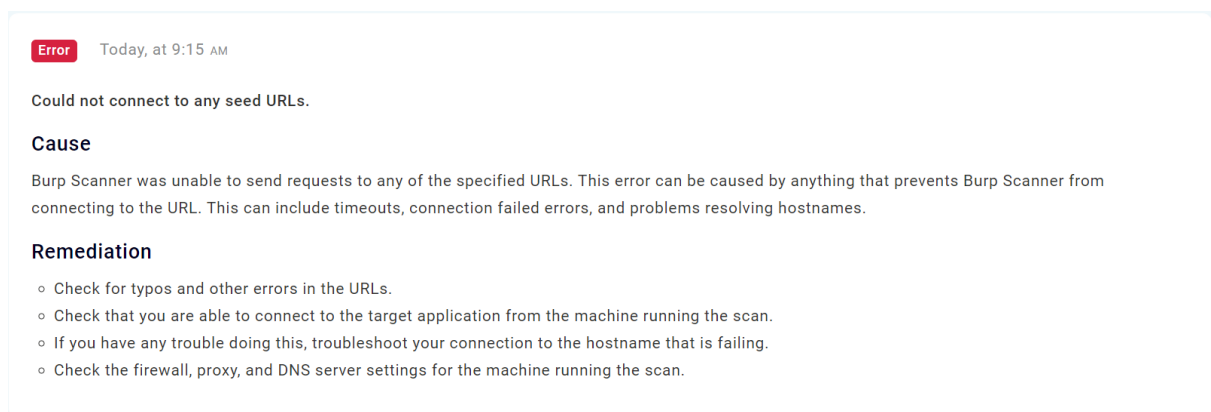
- Burp Suite account

Process Steps:

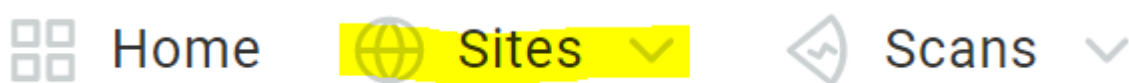
1. Here is an example of a site scan that has the "could not connect to any seed URLs" error. Click on "view scan results" at the bottom of the email.



2. The window that pops up will show you the remediation methods for this type of error.



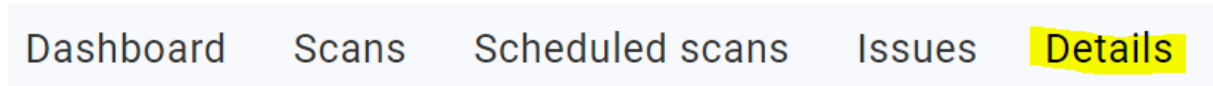
3. To check for URL typos, open a new tab, then go to "Sites" at the top of the navigation pane.



4. In this case, DUG is the example. Click on OKC > DUG.



5. Click on "Details".



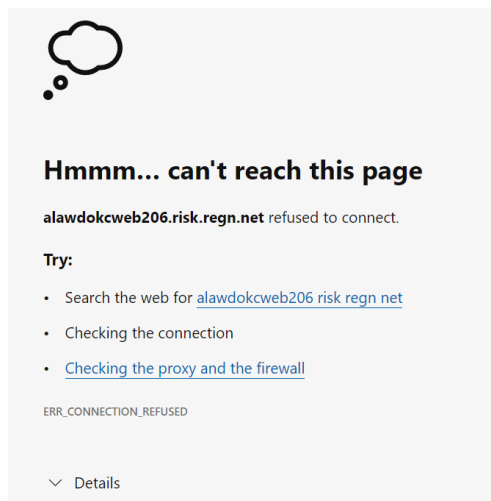
6. Under "Site Scope", check the main site URL for any typos.

Site scope

Main site URL:

<http://alawdokcweb206.risk.regn.net:8079>

7. If the URL looks correct, copy/paste it into a new tab, then press enter. If you get an error like the one below, there could be a possible server issue.



8. Confirm that the site is still hosted by search querying the site URL.
9. If the problem still persists, go back to the details tab of the site. Navigate to "Automated Notifications" at the bottom of the page.

Automated notifications:

- ✉ vishwa.narukurthy@lexisnexisrisk.com
- ✉ Praneeth.Yamsani@lexisnexisrisk.com
- ✉ kamesh.lakum@lexisnexisrisk.com
- ✉ christopher.kerwin@lexisnexisrisk.com
- ✉ Jamal.Barham@lexisnexisrisk.com

10. Message the users found in this list to inquire about any possible site issues. It is also possible that we are leaving the site out of the scanning process on purpose.