

# Import Watcher Stops Working When Watching Files From a Remote Network Folder

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Data Import configurations that import CSV or XML files from a remote network folder using the 'listening' Automation Mode (and thus, the CCure9000 Import Watcher Service) will sometimes stop attempting to import the CSV or XML files if network connectivity between the CCure9000 server PC and the remote PC where the CSV/XML files reside is interrupted, even momentarily.

## Problem symptoms:

- The CSV or XML files are sitting in the shared network folder that their Data Import configuration is "listening" in but, the CCure9000 Data Import configuration makes no effort to process & import the XML files.
- The CCure9000 doesn't report any problems when this occurs. Nothing in the CCure9000 SystemTrace logging indicates that the Data Import configuration is no longer able to access the shared network folder where the XML files reside. As a result, no diagnostic logging is getting generated by CCure which explains why the Data Import configuration doesn't process and import the CSV or XML files that are residing in the shared network folder and waiting to be imported.
- There is also no helpful diagnostic data in the Windows WhenEvent Viewers on neither the CCure9000 server PC nor the PC with the shared network folder where the XML files are residing and waiting to be imported.
- Ultimately, restarting the CCure9000 Import Watcher solves the problem.
- As soon as the Import Watcher is stopped & restarted, the XML files that were waiting to be processed get processed & imported by the CCure9000 XML Data Import configuration until the problem happens again.

## When Discovered:

This problem was initially reported in CCure9000 v2.70. It wasn't resolved with a CCure9000 v2/70 Service Pack or Critical Update so it's likely that this problem may potentially exist in CCure9000 v2.70, regardless of what v2.70 Service Pack or Critical Update is installed.

**Spars That Address This Problem:**

743790

743792

744113

**When Resolved:**

CCure9000 v2.80 SP6

CCure9000 v2.90 SP2

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

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