

# Huawei exporter data not being collected

## Problem

NetVizura suddenly stopped collecting Netstream (NetFlow 9 like) data from the Huawei exporter after the application has been restarted.

## Cause

The collector application must cache **template records** received, and then parse **data records** it encounters by locating the appropriate template record within the cache. Some Huawei devices send only one or few **template records** on the beginning of their NetFlow export (e.g. when you initially configure NetFlow export on device) and then send nothing but **data records**. If you interrupt the collection of Netstream data on the collector side (e.g. restart NetFlow application), **template records** will not be sent again.

## Solution

If you want to see your Huawei NetFlow data again, you must reconfigure (restart) exporting of NetFlow data on the Huawei exporter.