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The "Auto Topology" function of Industrial HiVision does not correctly display the connections in a (routed) remote network. What can I do?

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The autotopology feature of Industrial HiVision was initially created for flat layer 2 topologies. Some adaptations for routed topologies were introduced in the past, nevertheless in rare cases it can happen, that the topology detected by Industrial HiVision is incorrect or not complete.

Here are a few steps to improve this behaviour:

1. Run autotopology in the desired folder with the following parameters from the menu:
Scope: Entire Network
Unmanaged Nodes: (as desired)
Strategy: Create new Topology
Layout: (as desired)
Range: Current Folder
2. After the first step, there will be a topology created. Possibly, this topology is still incomplete. That's why we will complement it in the next step, using only the information provided by the devices via LLDP over SNMP. This must be done in the root project folder in Industrial HiVision, using the following parameters in the autotopology dialogue:
Scope: Infrastructure
Unmanaged Nodes: (as desired)
Strategy: Complement Topology
Layout: (as desired)
Range: Recursive

After the autotopology-process is finished, please check your network topology again. Now all connections should be there.