

Troubleshooting Migration Issues

- Troubleshooting for the Secure Firewall Migration Tool, on page 1
- Logs and Other Files Used for Troubleshooting, on page 2
- Troubleshooting File Upload Failures, on page 2

Troubleshooting for the Secure Firewall Migration Tool

A migration typically fails during the FDM-managed device configuration file upload or during the push of the migrated configuration to Firewall Management Center.

Some of the common scenarios where the migration process fails are:

- Files missing from the FDM-managed device config.zip.
- Invalid files are detected by the Firewall Migration Tool in the FDM-managed device Cofig.zip
- If the FDM-managed configuration file is of any compressed file type other than .zip.
- Unknown or invalid characters in the FDM-managed device configuration file.
- Incomplete or missing elements in the FDM-managed device configuration file
- Loss of network connectivity or latency

Secure Firewall Migration Tool Support Bundle

The Secure Firewall migration tool provides the option to download a support bundle to extract valuable troubleshooting information like log files, DB, and configuration files. Perform the following:

1. On the **Complete Migration** screen, click the **Support** button.

   The Help support page appears.

2. Check the **Support Bundle** check box and then select the configuration files to download.

Note The Log and dB files are selected for download by default.

3. Click **Download**.

The support bundle file is downloaded as a .zip to your local path. Extract the Zip folder to view the log files, DB, and the Configuration files.

4. Click **Email us** to email the failure details for the technical team.

   You can also attach the downloaded support files to your email.

5. Click **Visit TAC page** to create a TAC case in the Cisco support page.



Note You can open a TAC case at any time during the migration from the support page.

Logs and Other Files Used for Troubleshooting

You can find information that is useful for identifying and troubleshooting issues in the following files.

File	Location
Log file	*<migration_tool_folder>*\logs
Pre-migration report	*<migration_tool_folder>*\resources
Post-migration report	*<migration_tool_folder>*\resources
unparsed file	*<migration_tool_folder>*\resources

Troubleshooting File Upload Failures

If your FDM-managed device configuration file fails to upload, the reason is typically because the Secure Firewall migration tool could not parse one or more lines in the file.

You can find information about the errors that caused the upload and parsing failure in the following locations:

- Error message displayed by the Secure Firewall migration tool—Provides a high-level summary of what caused the failure.
- Log file—Search on the word "error" to view the reason for the failure.