

Troubleshooting Migration Issues

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Troubleshooting for the Secure Firewall Migration Tool

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

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