Troubleshooting the Data Migration Assistant

The Data Migration Assistant (DMA) operates in two phases. In the first phase, Database, the following folders are backed up to a tar file:

- export
- import
- etc
- nena_msag_records

In the second phase, the contents of the backed-up Cisco ER database are verified against the Cisco ER 8.0 database schema. These topics provide information to assist you in troubleshooting DMA related issues:

- DMA Backup and Validatin Failed
- DMA Backup Is Successful But The Validation Failed

DMA Backup and Validatin Failed

Symptom DMA backup and validation failed.

Recommended Action Go through the following check list:

◊ Check if MSDE is running. If the database is not running, the backup will not succeed.

◊ Verify that the node being backed up is a Publisher node, not a Subscriber node. DMA backup cannot be performed on a Subscriber node.

◊ Verify that CSA is not running. If CSA is running, stop it before starting the backup.

DMA Backup Is Successful But The Validation Failed

Symptom DMA backup is successful but the validation failed.

Recommended Action Go through the following check list:

◊ Verify that CSA is not running. If CSA is running, stop it before starting the backup. CSA interferes with DMA operation.

◊ Collect the data validation logs for further analysis. In this case, some changes may need to be made to the data contained in the database before a migration to Cisco ER 8.0 can succeed.

The DMA Logs are located in the following locations:

- exportdb.log and migratecCERCSV.log are located in C:\CiscoWebs\DMA\Bin
- installdbw1.log, installdbw1.log.err, installdbccm.log, installdbccm.log.err, and dbl_INSTALLDBxxxxxx.txt are located under C:\Program Files\Cisco\Trace\DBL

- Log Files are located under C:\Program Files\Cisco\Trace\DMA

The validation log files are as follows:

- exportdb.log
- installdbw1.log
- installdbw1.log.err
- dbl_INSTALLEDBxxxxxx.txt