

## 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 migrateCERCSV.log are located in C:\CiscoWebs\DMA\Bin
- installdbw1.log, installdbw1.log.err, installdbccm.log, installdbccm.log.err, and db1\_INSTALLDBxxxxxx.txt are located under C:\Program Files\Cisco\Trace\DBL

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

The validation log files are as follows:

- exportdb.log
- installdb1.log
- installdb1.log.err
- dbl\_INSTALLEDBxxxxxx.txt