

Migration Center

FAQS

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1 Product Consultation

1.1 How Do I Assign the Permissions Required for Using MgC to IAM Users?

You can assign the required permissions to an IAM user by referring to [Creating a User and Granting MgC Permissions](#) or [MgC Custom Policies](#).

1.2 How Do I Prepare for Using MgC?

1. Sign up for a HUAWEI ID, enable Huawei Cloud services, and complete real-name authentication.
2. If you need to access MgC as an IAM user, [configure MgC permissions](#) for the IAM user.
3. Obtain an AK/SK pair for the account or IAM user you use to access MgC.

1.3 How Do I Fix the Error "Failed to access IAM. Check the current user's IAM permissions"?

Description

When you used the TCO analysis or resource recommendation function, the message "Failed to access IAM. Check the current user's IAM permissions" was displayed.

Possible Causes

The login account does not have the **IAM ReadOnly** permission.

Solution

Assign the **IAM ReadOnly** permission to your account. For details, see [Assigning Permissions to an IAM User](#).

1.4 Why Can't I Sign the Privacy Statement and Use MgC?

Symptom

When you logged in the MgC console, a message was displayed indicating that your had not signed the privacy statement.

Possible Causes

Your account is restricted or in arrears.

Solution

Rectify account issues by referring to [In What Circumstances Will Huawei Cloud Services Be Restricted?](#) Return to the MgC console and try again.

2 Migration Workflows

2.1 Why the Workflow Status Is Always "Running"?

In a migration workflow, the **StartMigration** and **StartSynchronization** steps take a long time, but other steps usually take less than 3 minutes. If your workflow has stalled for a long time, one possible cause is that the step execution results reported by Edge to MgC were lost.

Solutions

- Solution 1: Click the workflow name. On the **Servers** tab page of the workflow details page, you can view the status of the workflow on each source server.
- Solution 2: Contact technical support to check whether the tasks have been properly submitted and received.

2.2 How Do I View the Migration Progress When the Migration Workflow Is in the Running State?

There are two ways you can view the migration progress:

1. Go to the SMS console to view the migration progress of each server.
2. Go to the **Servers** tab page of the workflow details page to view the migration progress of each server.

2.3 How Do I Fix the Error "Edge is not accessible" When a Step in the Migration Workflow Fails?

Edge cannot access the source servers. To resolve this problem, ensure that:

- The Edge server can access port 5985 on Windows source servers.
- The Edge server can access port 22 on Linux source servers.

- Any firewall or antivirus software has been stopped and WinRM has been enabled on Windows source servers. You can run **winrm quickconfig** to enable WinRM.

2.4 How Do I Fix the Error "server require to bind credential first..." When the Migration Workflow Fails on a Source Server?

Possible Causes

The source server's credential has not been added to the Edge device.

Solution

Add the source server's credential to the Edge device, so that Edge can collect the source server information. For details, see [Adding Credentials](#) and [Discovering Servers](#).

2.5 How Do I Handle Resource Exceptions during a Batch Server Migration?

1. When a large number of servers are migrated, APIs are frequently called. Errors may be reported in some steps due to heavy API requests. You are advised to confirm the steps after the checkpoint in batches or try again.
2. When a large number of servers are migrated, the communication channel may be blocked, and the workflow status cannot be properly displayed.

2.6 What Are the Known Errors Related to Server Migration Workflows and How Can I Fix Them?

These error messages start with **SMSworkflow**. You can find the solutions in [Known Errors and Solutions](#).

2.7 What Can I Do If an Error Occurs During the Migration of a VMware Server?

Symptom

During the migration of VMware servers, an unknown error was reported during the source check in step 2.

Possible Causes

When the server was created, the preselected OS version was inconsistent with the OS version contained in the used image. For example, CentOS 6 is selected but

CentOS 7 is actually used. There will be compatibility issues when the server is migrated, even though the server runs properly on VMware. You are advised to use the image with the same OS as the preselected OS when creating a server on VMware.

3 Cross-AZ Migration

3.1 Are There Any Precautions I Need to Take When Performing a Cross-AZ Migration?

Password Consistency

If a source server has a password reset plug-in installed, such as Cloudbase-Init, a new password will be generated for the target server after the migration is complete. The source and target server passwords will be inconsistent. To keep the password unchanged, you need to uninstall the password reset plug-in before the migration.

Account Balance

You must ensure that your account balance is sufficient, and you need to pay for the resources created during the cross-AZ migration. The resources include vaults for storing source server backups, full-ECS images, and target servers created from the images.

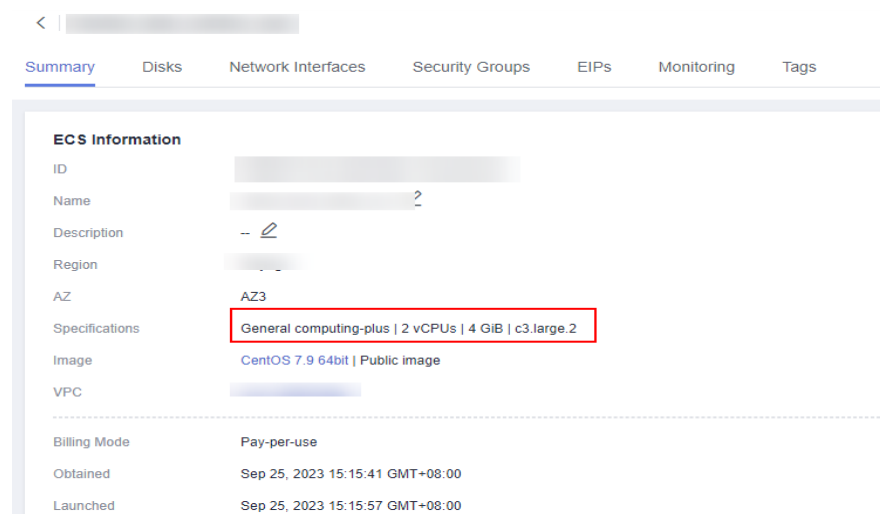
3.2 How Can I Migrate Xen ECSs?

All versions of the Xen software used by Huawei Cloud have reached end of life. You need to change Xen ECSs to KVM ECSs before the migration.

Preparations

Checking Whether Your ECSs Use Xen

You can determine whether an ECS uses Xen based on its flavor in the basic information of the ECS. Xen ECSs include C1, C2, S1, M1, E1, E2, ET2, D1, H1, G1 and G2 ECSs.

Figure 3-1 Checking an ECS flavor

Installing Drivers

- For Linux servers, install the required drivers by referring to the following solutions:
 - Steps 1 and 2 in [Automatically Changing a Xen ECS to a KVM ECS \(Linux\)](#)
 - Step 1 to step 3 in [Manually Changing a Xen ECS to a KVM ECS \(Linux\)](#)
- For Windows source servers, install the required drivers by referring to step 1 to step 3 in [Changing a Xen ECS to a KVM ECS \(Windows\)](#).

Migration

Create a cross-AZ migration workflow by referring to [Migrating Servers Across AZs](#).

3.3 Why Are My Windows Data Disks Missing After the Migration?

Symptom

After a Windows source server was migrated, you logged in to the target server and found that some data disks were missing on the target server. However, the ECS console showed that the target server has the same number of disks as the source server.

Possible Causes

The SAN policy Offline Shared or Offline All was used for the source server. After the migration was complete, this setting was retained on the target server, and data disks are just offline.

Solutions

There are two solutions for you to rectify this problem.

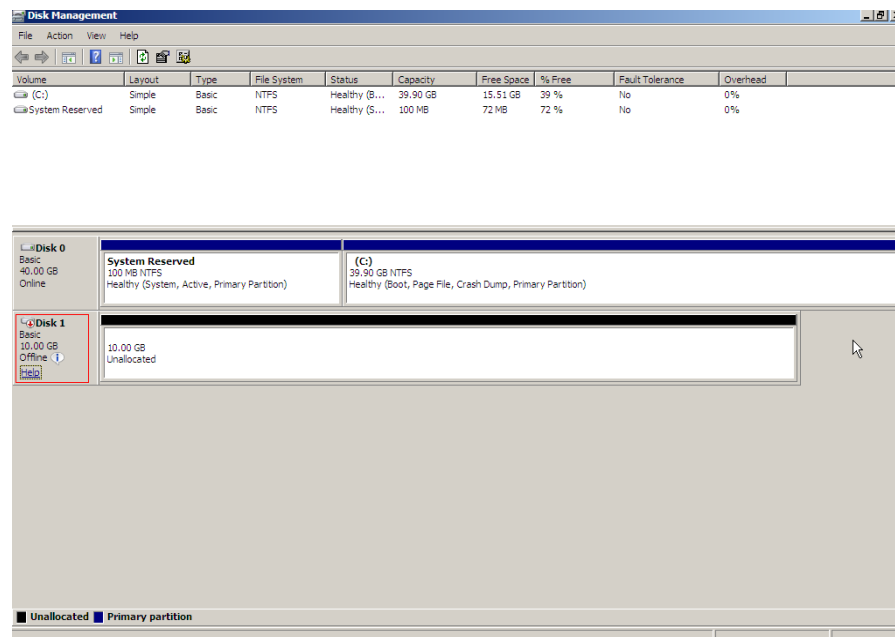
Solution 1

Step 1 Log in to the target server and choose **Start > Run**.

Step 2 Enter **diskmgmt.msc** and press **Enter** to open the **Disk Management** window.

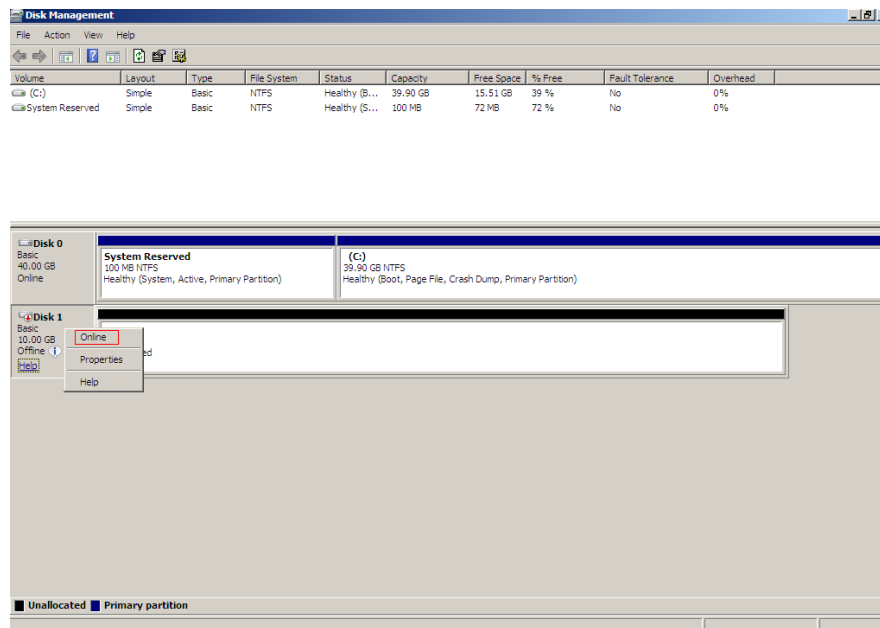
In the following figure, **disk 1** is offline.

Figure 3-2 Offline



Step 3 Right-click the offline data disk and select **online** from the pop-up menu.

Figure 3-3 Bringing the disk online



----End

Solution 2

- Step 1** Log in to the target server and right-click **Start**.
- Step 2** Click **Run** and enter **cmd**.
- Step 3** Run **diskpart** to start the disk management tool.
- Step 4** Run **list disk** to list all disks on the server. In the following figure, **disk 0** is online and **disk 1** is offline.

```

C:\> Select Administrator: C:\Windows\system32\cmd.exe - diskpart
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>diskpart

Microsoft DiskPart version 10.0.14393.0

Copyright (C) 1999-2013 Microsoft Corporation.
On computer:

DISKPART> list disk

   Disk ###    Status         Size           Free           Dyn    Gpt
   -----    -
   Disk 0      Online         40 GB           0 B
   Disk 1      Offline        40 GB          40 GB

DISKPART>
    
```

- Step 5** Run **select disk 1**.
- Step 6** Run **online disk** to change the disk status from offline to online.

```
Administrator: Command Prompt - diskpart
Microsoft Windows [Version 10.0.17763.2114]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>diskpart

Microsoft DiskPart version 10.0.17763.1911

Copyright (C) Microsoft Corporation.
On computer: ██████████

DISKPART> san

SAN Policy : Offline Shared

DISKPART> san policy=onlineAll

DiskPart successfully changed the SAN policy for the current operating system.

DISKPART> san

SAN Policy : Online All

DISKPART> _
```

Step 7 If the disk is read only after it is brought online, run the **attribute disk clear readonly** command to remove write protection from the disk.

----End

3.4 What Are the Known Errors Related to Cross-AZ Migration Workflows and How Can I Fix Them?

These error messages start with **AZworkflow**. You can find the solutions in [Known Errors and Solutions](#).

4 TCO Analysis

4.1 Which Cloud Vendors Are Supported by TCO Analysis?

The following table lists the source cloud vendors whose services can be mapped to Huawei Cloud services.

Source Cloud Vendor	Source Service	Huawei Cloud Service
AWS	Elastic Compute Cloud (EC2)	Elastic Cloud Server (ECS)
	Elastic Block Store (EBS)	Elastic Volume Service (EVS)
Alibaba Cloud	Elastic Cloud Service (ECS)	ECS
	Elastic Block Storage (EBS)	EVS

NOTICE

For some EBS product specifications, only certain billing items are considered in the TCO analysis, for instance, capacity and usage duration. Other billing items, such as IOPS and burst throughput, are ignored since their prices are calculated based on different rules on the source cloud and Huawei Cloud .

4.2 How Are the Estimated Prices Calculated?

The following describes how MgC estimates the prices of resources.

Total Usage

- MgC reviews your bills and refers to the usage duration or used capacity of a resource in the specified bill period.
- The time when a resource was used is not displayed.
- The unit can be hour or GB depending on the resource category.
- When calculating the total usage of a yearly/monthly compute resource, MgC treats one month as 720 hours.

Estimated Average Monthly Usage

- The collected source bills do not include the specific time when a resource was used. MgC assumes that the resource was used all of the time during the bill period. For example, if the specified bill period is two months, MgC assumes that a resource was used constantly throughout the two months.
- Unlike Total Usage, Estimated Average Monthly Usage is a ratio and has no unit. The formula depends on the billing mode of resources.
 - For pay-per-use resources:
Estimated average monthly usage = Total usage/Number of months in the bill period/720
Assume that a pay-per-use resource is used for 23.66 hours during the bill period of one month (720 hours). The estimated average monthly usage of resource is 0.0328 (23.66/1/720).
 - For yearly/monthly resources:
Estimated average monthly usage = Number of a resource
Assume that two yearly/monthly cloud servers are used in the bill period, one month. The average monthly usage of the servers is 2. The total usage of the servers is 1440 hours (2 x 1 x 720).
- Estimated average monthly usage is designed to facilitate price calculation when the billing mode of a source resource differs from that of the desired target resource.

Conversion Price

- Conversion price at the source = Bill price (after discount)/Number of months in the bill period
- Conversion price on Huawei Cloud
 - Conversion price of a pay-per-use resource = Official price (before discount) x Estimated average monthly usage x 720
 - Conversion price of a yearly/monthly resource = Official price (before discount) x Estimated average monthly usage

Assume that a source resource is billed on a per-pay-use basis on the source cloud, but you want to use a yearly/monthly resource of the same specifications on Huawei Cloud. MgC uses the estimated average monthly usage to convert the pay-per-use pricing on the source cloud to a yearly/monthly equivalent on Huawei Cloud.

Examples

- Example 1: Assume that a pay-per-use source resource was used for 100 hours over a bill period of five months, and the total cost was \$68.4 USD. The price of the mapped Huawei Cloud resource is \$1.5 USD/hour or \$684.4 USD/month.

Table 4-1 Conversion prices

Item	Source	Huawei Cloud
Total usage	100 hours	100 hours
Estimated average monthly usage	$100/5/720 = 0.0278$	$100/5/720 = 0.0278$
Conversion price (pay-per-use)	$68.4/5 = \$13.68$ USD	$1.5 \times 0.0278 \times 720 = \30.02 USD
Conversion price (monthly)	-	$684.4 \times 0.0278 = \$19.03$ USD

Based on the comparison, the source resource costs less than the Huawei Cloud resource, regardless of whether pay-per-use or yearly/monthly is used.

- Example 2: Assume that a yearly/monthly source resource costed \$68.4 USD during a bill period of five months. The price of the mapped Huawei Cloud resource is \$0.03 USD/hour or \$11 USD/month.

Table 4-2 Conversion prices

Item	Source	Huawei Cloud
Total usage	$720 \times 5 = 3600$ hours	3600 hours
Estimated average monthly usage	1	1
Conversion price (pay-per-use)	-	$0.03 \times 1 \times 720 = 21.6$
Conversion price (monthly)	$68.4/5 = \$13.68$ USD	$11 \times 1 = \$11$ USD

Based on the comparison, the source resource costs more than the Huawei Cloud resource if pay-per-use is used, and costs less than the Huawei Cloud resource if yearly/monthly is used.

5 Application Discovery

The following table lists known issues related to application discovery and how these issues should be addressed.

Issue	Solution
Task name already exists.	Enter another task name.
Create collection task failed.	Contact technical support or submit a service ticket.
Involved collection task not found.	Re-associate the collection item with a collection task.
Collection item already exists.	Check whether the collection item has already been associated with the collection task, or contact technical support.
Add collection item failed.	Contact technical support or submit a service ticket.
Add data source failed.	Contact technical support or submit a service ticket.
Delete collection task failed.	Refresh the task list to check whether the collection task has been deleted, or contact technical support.
Delete collection item failed.	Refresh the collection item list to check whether the collection item has been deleted, or contact technical support.
Collection task not found.	Refresh the collection task list and check whether the collection task exists.
Collection item not found.	Refresh the collection item list and check whether the collection item exists.
Add data source failed.	Contact technical support or submit a service ticket.

Issue	Solution
Data source not found.	Refresh the collection item list and check whether the data source exists.
Re-collect data source failed.	Refresh the collection item list and check whether the data source exists, or contact technical support.
Delete data source failed.	Refresh the collection item list and check whether the data source has been deleted, or contact technical support.
Edit data source name failed.	Refresh the collection item list and check whether the data source exists, or contact technical support.
Re-collection failed.	Refresh the collection item list and check whether the collection item exists, or contact technical support.
Incorrect data source settings.	Check whether the data source settings are correct.
Re-collect data source failed.	Check whether the collection uses APIs and the status is completed.
Delete data source failed.	Only data sources in the collection failed or completed status can be deleted.
Delete collection item failed.	Only collection items in the waiting status can be deleted.
Delete collection task failed. There are running collection items.	Refresh the collection item list and check whether there are running collection items. If there are running collection items, the collection task cannot be deleted.
The file to import is too large.	The maximum file size allowed is 10 MB.
Invalid file name.	Enter a valid file name.
Invalid file format.	Import a file in the correct format.
Add data source failed. Uploaded file not found.	Check whether the file has been successfully imported or import the file again.
Could not collect information from Alibaba Cloud RM.	Debug API SearchResources by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.

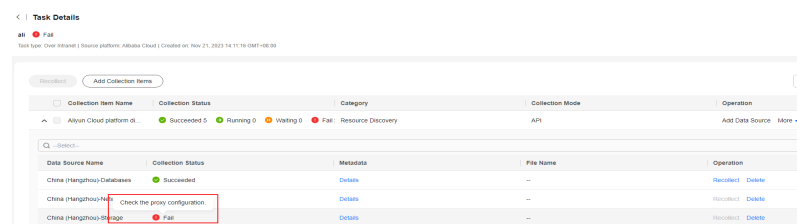
Issue	Solution
Could not collect information from Alibaba Cloud RM.	Debug API GetResourceConfiguration by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
Credential not found.	Check whether the selected credential can be found on the Credentials page.
Credential expired.	Update the credential on the Credentials page.
Wrong credential type. Select AK/SK credentials.	Select AK/SK credentials.
Invalid MSE configuration file.	Check whether the selected credential and regions are correct.
Incorrect file format.	Upload a file in the correct format.
Could not obtain Nacos accessToken.	Check whether the username and password entered in the configuration information are correct.
Could not parse Nacos authentication information.	Contact technical support or submit a service ticket.
Could not query domain names in pagination mode.	Debug API DescribeDomains by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
Could not query DNS records in pagination mode.	Debug API DescribeDomainRecords by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
Could not invoke the Alibaba Cloud WAF SDK.	Debug API DescribeDomains by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
Invalid AK/SK.	Check whether the AK/SK pair recorded in the selected credential is correct.

Issue	Solution
Could not invoke the Alibaba Cloud Kafka SDK.	Check whether the selected credential and regions are correct, or check whether the Alibaba Cloud Kafka service is enabled for the account that the credential belongs to.
Could not invoke the Alibaba Cloud Topic SDK.	Debug API GetInstanceList by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
Could not invoke the Alibaba Cloud RDS SDK.	Check whether the selected credential and regions are correct, or check whether the Alibaba Cloud RDS service is enabled for the account that the credential belongs to.
Could not invoke the Alibaba Cloud RDS schema SDK.	Debug API DescribeDatabases by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
Create Alibaba Cloud SLB SDK client failed.	Check whether the selected credential and regions are correct.
Uploaded file contains invalid data.	Enter valid values.
Uploaded file failed the verification.	Contact technical support or submit a service ticket.
Required fields are missing in uploaded file.	Specify required fields.
Table headers of uploaded file are incorrect.	Enter the correct table headers.
Table headers of uploaded file are invalid.	Check whether non-customized table headers in the template have been modified.
Unexpected domain names found in "Domain" sheet.	Ensure that domain names entered in the "Application" and "MQ" sheets have been entered in the "Domain" sheet.
Invalid file content.	Check whether the import template was modified or download the template again.
Maximum tags reached.	Delete unnecessary tags and try again.
Add tag failed.	Contact technical support or submit a service ticket.
Tag not found.	Check whether the tag is available.

Issue	Solution
The tag has been associated with resources.	Select another tag or dissociate from resources.
Update tag failed.	Contact technical support or submit a service ticket.
The parameter for querying the tag set is empty.	Set the tag query parameters.
Associate tag with resources failed.	Contact technical support or submit a service ticket.
The tag was not associated with the resources	Check whether related resources and the tag have been associated, or contact technical support.
ID not found.	Contact technical support or submit a service ticket.
Modify data failed.	Contact technical support or submit a service ticket.
Data import failed.	Contact technical support or submit a service ticket.
Name already exists.	Enter another name.
File upload failed.	Contact technical support or submit a service ticket.
File download failed.	Contact technical support or submit a service ticket.
Uploaded file not found or expired.	Upload the file again, or rename the file and upload it again.
Producer and consumer in a raw in sheet "MQ" are in different environments.	Check whether the producer and consumer environments in the MQ sheet of the imported file are consistent.
Producers or consumers specified in sheet "MQ" are not found in sheet "Application".	Ensure that the producer and consumer services or microservices in the MQ sheet have been supplemented in the Application sheet of the imported file.
Column "MICROSERVICE" in sheet "Application" is required.	Supplement microservices in the Application sheet in the imported file.
Columns "PRODUCER" and "CONSUMER" in sheet "MQ" are required.	Supplement the producer and consumer services or microservices in the MQ sheet of the imported file.

5.1 Where Can I Find the Collection Failure Cause?

If the task status is **Failed**, click **View** in the **Operation** column to view the data source that failed to be collected. You can move the cursor to the collection status of the data source to view the failure cause. After handling the failure causes, you need to delete the collection item and add it again by referring to [How Do I Collect Data from a Data Source Again If the Previous Collection Fails?](#)



5.2 How Do I Collect Data from a Data Source Again If the Previous Collection Fails?

After handling the failure causes, if you still want to collect this item, you need to delete the collection item and add it again.

- Step 1** On the task list page, locate a discovery task, and click **View** in the **Operation** column.
- Step 2** Locate the required collection item and click **Add Data Source** in the **Operation** column.
- Step 3** Select a region and resource type, and click **OK**. After the data source is added, the system automatically starts to collect source data.

You can click the collection item to view the status of its data source.

----End

5.3 How Do I Obtain the Information for Adding Azure Credentials to MgC?

When adding Azure credentials, you need to enter your tenant ID, client (application) ID, subscription ID, and secret. This section describes how to obtain these credentials.

Obtaining a Subscription ID

- Step 1** Sign in to the [Azure](#) portal.
- Step 2** Search for and select **Subscriptions**.
- Step 3** Find the desired subscription in the list and note the subscription ID in the second column. Copy the subscription ID to the dialog box for adding credentials on MgC.

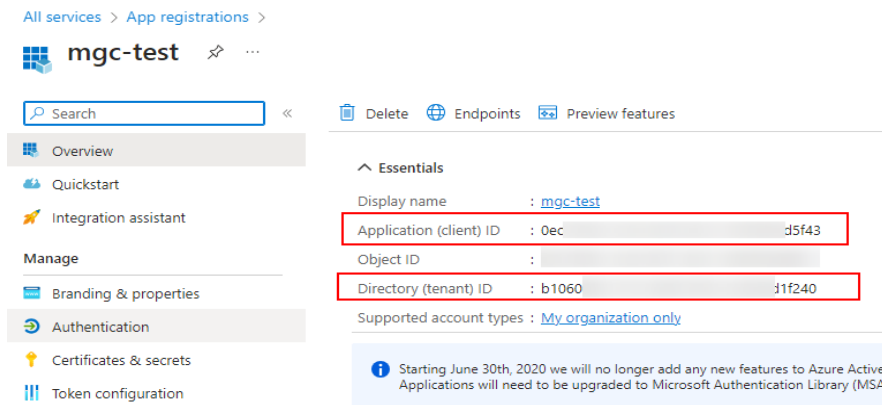
----End

Obtaining a Tenant ID, Application ID, and Key

Step 1 Sign in to the [Azure](#) portal.

Step 2 Search for and select **App Registrations**.

Step 3 Click the **All Applications** tab and click the desired application. In the **Overview** area, note the application (client) ID and the directory (tenant) ID.



Step 4 In the navigation pane on the left, choose **Certificates & secrets**, click the **Client secrets** tab, and click **New client secret**. The newly created secret can only be viewed when it is created. Be sure to note the secret and keep it secure.

----End

6 Target Recommendation

6.1 Where Can I Find the Assessment Failure Cause?

You can hover over the red exclamation mark on the left of the assessment status to view the failure cause.

6.2 Why Can't I Manually Select Target Server Specifications and Disk Types?

You must first assess source servers.


6.3 What Can I Do If a Server Assessment Fails and the System Displays a Message Indicating No Proper Specifications Are Matched?

Possible Causes

Possible causes are:

- There are no specifications that match the source server in the target region.
- There are no specifications that match the custom assessment policy you specified.

Solution

Click  next to the resource name. In the **Operation** column, click **Modify** to manually select the target server specifications.

6.4 What Can I Do If a Server Assessment Fails Because the Target Server Specifications Do Not Support Windows Images?

Possible Causes

The selected target server specifications support only Linux images.

Solution

Select target server specifications that support Windows images. After selecting the target server specifications, all supported images will be displayed in the image drop-down list.

7 Known Errors and Solutions

Error Code	Description	Solution
SMS-Workflow.0101	Parameter * is empty.	Check whether any recommended server parameters (image and disk) are missing, or contact MgC technical support to check whether parameter *** is empty in the workflow database.
SMS-Workflow.0102	Parameter *** contains special characters.	Contact MgC technical support to check whether parameter *** contains special characters in the workflow database.
SMS-Workflow.0103	PowerShell version must be 4.0 or later.	Upgrade the PowerShell version on the Edge server to 4.0 or later by referring to Windows Management Framework . Then restart the server.
SMS-Workflow.0201	Available memory on Windows source servers must at least be 256 MB.	Run the systeminfo command to check available memory, release sufficient memory, and try again.
SMS-Workflow.0202	Linux source servers failed the migration feasibility check.	Find the solution based on the error code in SMS documentation or contact SMS technical support.

Error Code	Description	Solution
SMS-Workflow.0203	A migration program is running on a source server.	The SMS migration process is running on the source server. If you want to migrate data again, stop the migration process by running the shutdown.sh script in the /rda/SMS-Agent directory on Linux or by stopping the SMSAgentDeploy process in the Task Manager on Windows. Delete the migration task on the SMS console, return to the workflow, and try the step again.
SMS-Workflow.0301	Create VM failed.	Common causes include insufficient quotas and recommended images or flavors that do not meet requirements. Locate the fault based on the error message or ECS error code.
SMS-Workflow.0302	The target VM is abnormal.	Check whether the associated target ECS is, for example, locked or frozen.
SMS-Workflow.0303	Disks not found on target VM.	Check whether the target VM has disks attached. If no, attach disks and try again.
SMS-Workflow.0304	System disk not found on target VM.	Check whether the target VM has a system disk attached. If no, attach one and try again.
SMS-Workflow.0305	Obtain IP address of target VM failed.	If you are migrating over a public network, check whether there is an EIP bound to the target VM. If there is no EIP bound, bind one and try again.
SMS-Workflow.0306	Target server does not have the same number of disks as source server.	The target server has fewer disks than the source server. Attach disks as large as the source ones to the target server. Then try again.
SMS-Workflow.0307	Target server has disks smaller than source server.	The xth disk (* GB) of the target server is smaller than the paired one (* GB) of the source server. Adjust the disk size of the target disk and try again.

Error Code	Description	Solution
SMS-Workflow.0401	Download SMS-Agent installation package to source server failed.	Download SMS-Agent from the SMS console, and view the error message displayed during the download. The possible causes usually are network disconnection and failed execution of the download command.
SMS-Workflow.0402	Decompress SMS-Agent installation package failed on the source server.	One possible cause is that the tar command fails to be executed. Go to the /rda/ directory on the source server and run the tar -zxvf SMS-Agent.tar.gz command to view the error details.
SMS-Workflow.0403	Install SMS-Agent on Windows failed.	Check whether the SMSAgentDeploy.exe file is in the C:\SMS-Agent-Py2\ directory on the source server. If it is not there, delete the SMS-Agent-Py2 folder and double-click the installation package with the same name in drive C.
SMS-Workflow.0404	Start SMS-Agent failed.	View logs on the source server. <ul style="list-style-type: none"> Linux: /rda/SMS-Agent/agent/Logs Windows: C:\SMS-Agent-Py2\Logs If the fault cannot be located, contact SMS on-call engineers.
SMS-Workflow.0405	Obtain cloud-region.json failed.	View logs on the source server. <ul style="list-style-type: none"> Linux: /rda/SMS-Agent/agent/Logs Windows: C:\SMS-Agent-Py2\Logs If the fault cannot be located, contact SMS on-call engineers.
SMS-Workflow.0501	Could not find the migration task on the SMS console.	Log in to the SMS console and check whether the migration task is deleted.
SMS-Workflow.0502	The source server is disconnected from the SMS server.	Log in to the SMS console and check whether the migration task is in the Disconnected status. If the source server runs Linux, go to the /rda/SMS-Agent/ directory and run the restart.sh command to restore the connection. If the source server runs Windows, perform the migration again.

Error Code	Description	Solution
SMS-Workflow.0503	Migration task failed. SMS.xxxx	Go to the SMS console to view the error message and solution.
SMS-Workflow.0504	The migration task is paused or being paused.	Retry this step to continue the migration.
SMS-Workflow.0505	Obtain source server information failed.	Try again. If the fault persists, contact technical support or submit a service ticket.
SMS-Workflow.0506	Obtain migration task information failed.	Try again. If the fault persists, contact technical support or submit a service ticket.
SMS-Workflow.0507	Issue migration command failed.	Try again. If the fault persists, contact technical support or submit a service ticket.
SMS-Workflow.0508	The current migration task is empty.	Try again. If the fault persists, contact technical support or submit a service ticket.
SMS-Workflow.0510	Query migration progress failed.	Try again.
SMS-Workflow.0003	Input parameters are not in the standard JSON format.	Contact technical support or submit a service ticket to check whether the input parameters in this step are correct.
AZ-Workflow.0001	Workflow step *** not found.	Contact technical support or submit a service ticket.
AZ-Workflow.0002	Workflow lacks parameter ***.	Contact technical support or submit a service ticket.

Error Code	Description	Solution
AZ-Workflow.0003	Workflow parameter *** contains special characters.	Contact technical support or submit a service ticket.
AZ-Workflow.0004	Network error ***. Please try again.	Try again. If the fault persists, contact technical support or submit a service ticket.
AZ-Workflow.0005	The Region parameter is empty.	Contact technical support or submit a service ticket.
AZ-Workflow.0006	Pre-migration verification failed.	Contact technical support or submit a service ticket.
AZ-Workflow.0007	An unknown error occurs during the migration.	Contact technical support or submit a service ticket.
AZ-Workflow.0008	Unknown error.	Contact technical support or submit a service ticket.
AZ-Workflow.0009	Clearing resources failed	Go to the CBR and IMS console to manually clear temporary resources (whose names start with AZM_Create_Temp_***), and try again.
AZ-Workflow.0010	Request *** failed. Failure cause: ***. Try again.	Try again. If the fault persists, contact technical support or submit a service ticket.
AZ-Workflow.0011	Query *** progress failed. Failure cause: ***	Contact technical support or submit a service ticket.
AZ-Workflow.0012	Step *** is an instant action	Contact technical support or submit a service ticket.
AZ-Workflow.0101	Source server *** not found.	Check whether the server ID is the source server ID and whether the source server can be found.

Error Code	Description	Solution
AZ-Workflow.0102	Source server *** is not ready for migration.	Check whether the source server is normal. If it is abnormal, contact ECS technical support.
AZ-Workflow.0202	AZ *** does not exist.	Delete the migration workflow, create a cross-AZ migration application, and select an available AZ.
AZ-Workflow.0201	AZ *** is unavailable.	Delete the migration workflow, create a cross-AZ migration application, and select another AZ.
AZ-Workflow.0301	Insufficient quotas.	Increase quotas and try again.
AZ-Workflow.0302	Insufficient ECS quota.	Increase the ECS quota and try again.
AZ-Workflow.0303	Insufficient vCPU quota.	Increase the vCPU quota and try again.
AZ-Workflow.0304	Insufficient memory quota.	Increase the memory quota and try again.
AZ-Workflow.0401	Flavor *** is unavailable.	Delete the migration workflow, modify the recommended target specifications, and create a migration workflow again.
AZ-Workflow.0402	Disk type *** is not available in AZ ***.	Delete the migration workflow, modify the recommended target specifications, and create a migration workflow again.
AZ-Workflow.0403	Disk type *** is sold out in AZ ***.	Delete the migration workflow, modify the recommended target specifications, and create a migration workflow again.
AZ-Workflow.0404	The source server has *** NICs. Flavor *** supports a maximum of *** NICs. Select another flavor.	Delete the migration workflow, modify the recommended target specifications, and create a migration workflow again.

Error Code	Description	Solution
AZ-Workflow.0405	Parse disk information failed.	Contact technical support or submit a service ticket.
AZ-Workflow.0406	The disk_infos parameter is empty.	Contact technical support or submit a service ticket.
AZ-Workflow.0501	Create backups failed. Failure cause: ***	Rectify the fault based on the error message. Go to the CBR console to check whether backups are created.
AZ-Workflow.0502	Unable to associate source server *** with vault ***.	Contact technical support or submit a service ticket.
AZ-Workflow.0503	Vault *** is unavailable.	Delete the vault and try again.
AZ-Workflow.0901	Failed to shut down servers in the *** status. Manually shut down the server and try again.	Go to the ECS console, manually stop the server, and retry the workflow.
AZ-Workflow.0902	Stopping server timed out. Try again or manually stop the server and try again.	Go to the ECS console, manually stop the server, and retry the workflow.
AZ-Workflow.0601	Create incremental backups failed. Failure cause: ***	Rectify the fault based on the error message, contact technical support, or submit a service ticket.

Error Code	Description	Solution
AZ-Workflow.0701	Create full-ECS image failed. Failure cause: ***	Rectify the fault based on the error message, contact technical support, or submit a service ticket.
AZ-Workflow.0801	Create target server failed. Failure cause: ***	Rectify the fault based on the error message, contact technical support, or submit a service ticket.
AZ-Workflow.0802	Servers with system disks larger than 1 TB cannot be migrated.	Contact technical support or submit a service ticket.
AZ-Workflow.0803	Invalid size of disk ***.	Contact technical support or submit a service ticket.
AZ-Workflow.0804	Source server *** not found in VPC ***.	Contact technical support or submit a service ticket.
AZ-Workflow.0805	Image *** is not found or unavailable.	Go to the IMS console to check the image status and contact IMS support to confirm whether the image can be restored automatically. If it cannot, contact technical support or submit a service ticket.
AZworflow.0901	Servers in the *** status cannot be stopped. Manually shut down servers and try again.	Go to the ECS console, manually stop the server, and retry the workflow.
AZworflow.0902	Stopping server timed out. Try again or manually stop the server and try again.	Go to the ECS console, manually stop the server, and retry the workflow.

Error Code	Description	Solution
AZ-Workflow.1001	Delete full-ECS images failed. Failure cause: ***	Go to the IMS console to manually delete these images (whose names start with AZM_Create_Temp_***), and try again.
AZ-Workflow.1002	Delete backups failed. Failure cause: ***	Go to the CBR console to manually delete these backups (whose names start with AZM_Create_Temp_***), and try again.
AZ-Workflow.1003	Delete vault *** failed. Failure cause: ***	Go to the CBR console to manually delete the vault (whose name starts with AZM_Create_Temp_***), and try again.
AZ-Workflow.1101	The server_id parameter is empty.	Contact technical support or submit a service ticket.
AZ-Workflow.1102	Create system disk images failed. IMS error code: ***, error message: ***	Retry the task again or contact the IMS support.
AZ-Workflow.1201	Target server has an EIP bound. Unbound the EIP and try again.	Check whether the target server has an EIP bound and whether the EIP is one bound to the source server. If it is not, unbind the EIP from the target server.
AZ-Workflow.1202	Source server *** is not stopped. Manually stop it and try again.	Check whether the source server is stopped. If it is not, stop it and try again.
AZ-Workflow.1203	Target server *** is not stopped. Manually stop it and try again.	Check whether the target server is stopped. If it is not, stop it and try again.

Error Code	Description	Solution
AZ-Workflow.1204	Change the IP address of server *** failed. Failure cause: ***	Rectify the fault based on the error message, contact technical support, or submit a service ticket.
Server-Workflow.0001	Workflow step *** not found.	Contact technical support or submit a service ticket.
Server-Workflow.0002	Workflow lacks parameter ***.	Contact technical support or submit a service ticket.
Server-Workflow.0003	Workflow parameter *** contains special characters.	Contact technical support or submit a service ticket.
Server-Workflow.0004	Network error ***. Please try again.	Try again. If the fault persists, contact technical support or submit a service ticket.
Server-Workflow.0005	The Region parameter is empty.	Contact technical support or submit a service ticket.
Server-Workflow.0006	Pre-migration verification failed.	Contact technical support or submit a service ticket.
Server-Workflow.0007	An unknown error occurs during the migration.	Contact technical support or submit a service ticket.
Server-Workflow.0008	Unknown error.	Contact technical support or submit a service ticket.
Server-Workflow.0009	Clearing resources failed	Go to the CBR and IMS consoles to manually delete temporary resources (whose names start with AZM_Create_Temp_***), and try again.

Error Code	Description	Solution
Server-Workflow.0010	Request *** failed. Failure cause: ***. Try again.	Try again. If the fault persists, contact technical support or submit a service ticket.
Server-Workflow.0011	Query *** progress failed. Failure cause: ***	Contact technical support or submit a service ticket.
Server-Workflow.0012	Step *** is an instant action	Contact technical support or submit a service ticket.
Server-Workflow.0013	Verify template version failed.	Contact technical support or submit a service ticket.
OMS-Workflow.0002	Storage workflow was abnormal.	Contact technical support or submit a service ticket.
OMS-Workflow.0011	System exception	Contact technical support or submit a service ticket.
OMS-Workflow.0013	Invalid parameters.	Rectify the fault based on the error message.
OMS-Workflow.0024	Cluster not found.	Check whether the cluster is in the cluster list.
OMS-Workflow.0025	Node not found.	Check whether the node exists in the corresponding cluster.
OMS-Workflow.0026	Task not found.	Check whether the task exists in the task list.
OMS-Workflow.0201	Create cluster failed.	Rectify the fault based on the error message. If the fault persists, contact technical support or submit a service ticket.
OMS-Workflow.0202	Start cluster failed.	Rectify the fault based on the error message. If the fault persists, contact technical support or submit a service ticket.

Error Code	Description	Solution
OMS-Workflow.0501	Delete cluster failed.	Rectify the fault based on the error message. If the fault persists, contact technical support or submit a service ticket.
OMS-Workflow.0401	Task failed.	Rectify the fault based on the error message. If the fault persists, contact technical support or submit a service ticket.
OMS-Workflow.0402	Task exception.	Rectify the fault based on the error message. If the fault persists, contact technical support or submit a service ticket.
MgC.01000002	Unknown error.	There are many possible causes for this error, for example, the network could be abnormal. Try this workflow step again. If the fault persists, contact technical support or submit a service ticket.
MgC.000030001	Task name already exists.	Enter another task name.
MgC.000030002	Create collection task failed.	Contact technical support or submit a service ticket.
MgC.000030003	Involved collection task not found.	Associate the collection item with another collection task.
MgC.000030004	Collection item already exists.	Check whether the collection item has already been associated with the collection task, or contact technical support.
MgC.000030005	Add collection item failed.	Contact technical support or submit a service ticket.
MgC.000030006	Add data source failed.	Contact technical support or submit a service ticket.
MgC.000030007	Delete collection task failed.	Refresh the task list to check whether the collection task has been deleted, or contact technical support.
MgC.000030008	Delete collection item failed.	Refresh the collection item list to check whether the collection item has been deleted, or contact technical support.
MgC.000030009	Collection task not found.	Refresh the collection task list and check whether the collection task exists.

Error Code	Description	Solution
MgC.000030010	Collection item not found.	Refresh the collection item list and check whether the collection item exists.
MgC.000030011	Add data source failed.	Contact technical support or submit a service ticket.
MgC.000030012	Data source not found.	Refresh the collection item list and check whether the data source exists.
MgC.000030013	Re-collect data source failed.	Refresh the collection item list and check whether the data source exists, or contact technical support.
MgC.000030014	Delete data source failed.	Refresh the collection item list and check whether the data source has been deleted, or contact technical support.
MgC.000030015	Edit data source name failed.	Refresh the collection item list and check whether the data source exists, or contact technical support.
MgC.000030016	Re-collection failed.	Refresh the collection item list and check whether the collection item exists, or contact technical support.
MgC.000030017	Incorrect data source settings.	Check whether the data source settings are correct.
MgC.000030018	Re-collect data source failed.	Check whether the collection uses APIs and the status is completed.
MgC.000030019	Delete data source failed.	Only data sources in the collection failed or completed status can be deleted.
MgC.000030020	Delete collection item failed.	Only collection items in the waiting status can be deleted.
MgC.000030021	Delete collection task failed. There are running collection items.	Refresh the collection item list and check whether there are running collection items. If there are running collection items, the collection task cannot be deleted.
MgC.000030022	The file to import is too large.	The maximum file size allowed is 10 MB.

Error Code	Description	Solution
MgC.000030023	Invalid file name.	Enter a valid file name.
MgC.000030024	Invalid file format.	Import a file in the correct format.
MgC.000030025	Add data source failed. Uploaded file not found.	Check whether the file has been successfully imported or import the file again.
MgC.000040001	Could not collect information from Alibaba Cloud RM.	Debug API SearchResources by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
MgC.000040002	Could not collect information from Alibaba Cloud RM.	Debug API GetResourceConfiguration by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
MgC.000040003	Credential not found.	Check whether the selected credential can be found on the Credentials page.
MgC.000040004	Credential expired.	Update the credential on the Credentials page.
MgC.000040005	Wrong credential type. Select AK/SK credentials.	Select AK/SK credentials.
MgC.000040006	Invalid MSE configuration file.	Check whether the selected credential and regions are correct.
MgC.000040007	Incorrect file format.	Upload a file in the correct format.
MgC.000040008	Could not obtain Nacos accessToken.	Check whether the username and password entered in the configuration information are correct.

Error Code	Description	Solution
MgC.000040009	Could not parse Nacos authentication information.	Contact technical support or submit a service ticket.
MgC.000040010	Could not query domain names in pagination mode.	Debug API DescribeDomains by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
MgC.000040011	Could not query DNS records in pagination mode.	Debug API DescribeDomainRecords by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
MgC.000040012	Could not invoke the Alibaba Cloud WAF SDK.	Debug API DescribeDomains by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
MgC.000040013	Invalid AK/SK.	Check whether the AK/SK pair recorded in the selected credential is correct.
MgC.000040014	Could not invoke the Alibaba Cloud Kafka SDK.	Check whether the selected credential and regions are correct, or check whether the Alibaba Cloud Kafka service is enabled for the account that the credential belongs to.
MgC.000040015	Could not invoke the Alibaba Cloud Topic SDK.	Debug API GetInstanceList by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.
MgC.000040016	Could not invoke the Alibaba Cloud RDS SDK.	Check whether the selected credential and regions are correct, or check whether the Alibaba Cloud RDS service is enabled for the account that the credential belongs to.
MgC.000040017	Could not invoke the Alibaba Cloud RDS schema SDK.	Debug API DescribeDatabases by following the instructions provided in the Alibaba Cloud Resource Management Documentation and locate the fault cause based on the returned error code, or contact Alibaba Cloud technical support.

Error Code	Description	Solution
MgC.000040018	Create Alibaba Cloud SLB SDK client failed.	Check whether the selected credential and regions are correct.
MgC.000040019	Uploaded file contains invalid data.	Enter valid values.
MgC.000040020	Uploaded file failed the verification.	Contact technical support or submit a service ticket.
MgC.000040021	Required fields are missing in uploaded file.	Specify required fields.
MgC.000040022	Table headers of uploaded file are incorrect.	Enter a correct table header.
MgC.000040023	Table headers of uploaded file are invalid.	Check whether non-customized table headers in the template are modified.
MgC.000040024	Unexpected domain names found in "Domain" sheet.	Ensure that domain names entered in the "Application" and "MQ" sheets have been entered in the "Domain" sheet.
MgC.000040025	Invalid file content.	Check whether the import template was modified or download the template again.
MgC.000050001	Maximum tags reached.	Delete unnecessary tags and try again.
MgC.000050002	Add tag failed.	Contact technical support or submit a service ticket.
MgC.000050003	Tag not found.	Check whether the tag is available.

Error Code	Description	Solution
MgC.000050004	The tag has been associated with resources.	Select another tag or dissociate from resources.
MgC.000050005	Update tag failed.	Contact technical support or submit a service ticket.
MgC.000050006	The parameter for querying the tag set is empty.	Set the tag query parameters.
MgC.000050007	Associate tag with resources failed.	Contact technical support or submit a service ticket.
MgC.000050008	The tag was not associated with the resources	Check whether related resources and the tag have been associated, or contact technical support.
MgC.000060001	ID not found.	Contact technical support or submit a service ticket.
MgC.000060002	Modify data failed.	Contact technical support or submit a service ticket.
MgC.000060003	Data import failed.	Contact technical support or submit a service ticket.
MgC.000060004	Name already exists.	Enter another name.
MgC.000060005	File upload failed.	Contact technical support or submit a service ticket.
MgC.000060006	File download failed.	Contact technical support or submit a service ticket.
MgC.000060007	Uploaded file not found or expired.	Upload a new file, or rename the file and upload it again.

Error Code	Description	Solution
MgC.000060008	Producer and consumer in a row in sheet "MQ" are in different environments.	Check whether the producer and consumer environments in the MQ sheet of the imported file are consistent.
MgC.000060009	Producers or consumers specified in sheet "MQ" are not found in sheet "Application".	Ensure that the producer and consumer services or microservices in the MQ sheet have been supplemented in the Application sheet of the imported file.
MgC.000060010	Column "MICROSERVICE" in sheet "Application" is required.	Add microservices in the Application sheet to the imported file.
MgC.000060011	Columns "PRODUCER" and "CONSUMER" in sheet "MQ" are required.	Add the producer and consumer services or microservices to the MQ sheet of the imported file.

8 Change History

Released On	What's New
2024-04-12	Added What Can I Do If an Error Occurs During the Migration of a VMware Server?
2024-03-11	Added How Do I Obtain the Information for Adding Azure Credentials to MgC?
2024-03-08	Added known errors and solutions for storage workflows to Known Errors and Solutions .
2024-02-05	Updated Known Errors and Solutions .
2023-11-30	Updated Known Errors and Solutions .
2023-10-30	This issue is the first official release.