



## 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.



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

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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.



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

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# 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	<code>&lt;migration_tool_folder&gt;\logs</code>
Pre-migration report	<code>&lt;migration_tool_folder&gt;\resources</code>
Post-migration report	<code>&lt;migration_tool_folder&gt;\resources</code>
unparsed file	<code>&lt;migration_tool_folder&gt;\resources</code>