Troubleshoot the Migration

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Troubleshoot a Failed Migration

A migration may fail while updating the remote destination on Unified CM. Use this troubleshooting task if the Remote Destination list on Unified CM shows that some migrated users still have the old ciscospark.com Destination Number.

Procedure

- If you opted to wait for the daily discovery, ensure that the 07:00 to 11:00 UTC discovery window has passed since you initiated the migration in Cisco Webex Control Hub. If the discovery window has elapsed, check in Cisco Webex Control Hub to see if any users are showing in error state for Call Service Connect. If the user shows an error, select Connect to view the error details, and then:

  a) Resolve the cause of the error, as per the error text, and then choose one:

  - Toggle the Connect service for the user off and then on.

  - Wait for the next discovery cycle.

- If you opted to restart the Call Connector, check in Cisco Webex Control Hub if any users are showing error for Call Service Connect. If the user shows an error, select Connect to view the error details, and then:

  a) Resolve the cause of the error per the error text and then choose one:

  - Toggle the Connect service for the user off and then on.

  - Restart the Call Connector.

Questions

Will the migration take place if I have set my Cisco Spark-RD creation on the Expressway Connector to manual?

Yes, the migration takes place whether you have automatically or manually created Spark-RDs.

Will the Cisco Spark-RD name change to Webex-RD?

For now, the device name will not change.