Data Migration Known Issues

Failed Transactions owing to missing permissions

Scenario

User tries to perform migration but the transaction fails.

Possible Causes

The user may not have been assigned the relevant permissions.

Issue Resolution

Provide user with complete access to the SMS-Magic Objects(Conversation, Incoming SMS, SMS History) so as to prevent transactions from failing.

Data Issues

Scenario

Post migration, user notices that all messages have not been migrated.

Possible Causes

The sender Ids and mobile phone numbers on records from which messages were sent and received, may have been changed.

Issue Resolution

Once migration is completed, verify all sender IDs and update

them manually if required.