Incoming Not Loading

Scenario

Unable to see incoming messages.

Possible Causes

This occurs when data is present in the two object mode and you have set the single object mode. In this scenario, it is unable to identify incoming messages.

Issue Resolution

Follow the given procedure to resolve the issues:

1. Under **Global Settings**, check to see if **Use Single Message Object** is enabled.
2. If yes, then check for messages with the direction **IN**.
3. Look for conversations within these incoming messages.
4. The possible scenarios may occur:
    - You do not find any relevant conversations for the incoming messages. This indicates a genuine problem.
    - You find relevant conversations. It indicates that all these conversations failed to get transferred during migration.