

# **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.

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## **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.