Firewall Migration Manager Troubleshooting Guide

Firewall Migration Manager
Updated July 22, 2026



© 2023–2025 Cisco Systems, Inc. All rights reserved.

Abbreviated Cisco Trademarks

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: https://www.cisco.com/c/en/us/about/legal/trademarks.html. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

Topics included

1 Troubleshooting Migration Issues....6
Troubleshoot the Firewall Migration Manager....7
Logs and other files used for troubleshooting....7
Troubleshoot ASA file upload failures....8
Troubleshoot example for ASA: Cannot find member of object group....8
Troubleshooting example for ASA: List index out of range....9

1 Troubleshooting Migration Issues

Topics:

- Troubleshoot the Firewall Migration Manager
- Logs and other files used for troubleshooting
- Troubleshoot ASA file upload failures

Guides users through troubleshooting common issues with the Firewall Migration Tool, including log analysis and resolving file upload failures.

Troubleshoot the Firewall Migration Manager

Configure troubleshooting steps for the Firewall Migration Manager when migrations fail during configuration file upload or when pushing migrated configurations to Firewall Threat Defense.

This task helps you troubleshoot common migration failures and download support bundles for technical assistance.

A migration typically fails during the ASA configuration file upload or during the push of the migrated configuration to Firewall Threat Defense.

Some of the common scenarios where the migration process fails are:

- Unknown or invalid characters in the ASA configuration file
- Incomplete or missing elements in the ASA configuration file
- Loss of network connectivity or latency

Procedure

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.

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

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.

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

Logs and other files used for troubleshooting

Lists the files that contain information useful for identifying and troubleshooting issues.

You can find information that is useful for identifying and troubleshooting issues in the following files.

File	Location
Log file	*<migration_manager_folder>*\logs
Pre-migration report	*<migration_manager_folder>*data/filestorage/jobs
Post-migration report	*<migration_manager_folder>*data/filestorage/jobs

Troubleshoot ASA file upload failures

Lists troubleshooting information for ASA configuration file upload failures.

If your ASA configuration file fails to upload, the reason is typically because the Firewall Migration Manager could not parse one or more lines in the file.

You can find information about the errors that caused the upload and parsing failure in these locations:

- Error message displayed by the Firewall Migration Manager—Provides a high-level summary of what caused the failure.
- Pre-migration report—Review the Configuration Lines with Errors section to see which lines in the ASA configuration file caused the failure.
- Log file—Search on the word "error" to view the reason for the failure.
- Post-migration report—Review the report to understand the configurations that were not migrated, and will require manual migration.

Troubleshoot example for ASA: Cannot find member of object group

Resolve ASA configuration file upload and parsing failures when the parser cannot find one of the members of an object group.

Resolve ASA configuration file upload and parsing failures caused by missing object group members during migration.

In this example, the ASA configuration file upload and parsing that is failed because the parser could not find one of the members of an object group.

Procedure

1. Review the error messages to identify the problem.

   This failure generated the following error messages:

Location	ERROR Message
Migration Manager message	N/A
Log file	[INFO | object_group_mode.py:9491 > Parsing object-group network: [NOV-SERVERS] [ERROR | object_group_mode.py:1048] [GROUP1] group not found when creating object-group network [NOV-SERVERS] [ERROR | object_group_mode.py:1049] no row was found for one() [ERROR | object_group_mode.py:1048] [GROUP2] group not found when creating object-group network [NOV-SERVERS] [ERROR | object_group_mode.py:1049] no row was found for one()

2. Open the ASA configuration file and do the following:
   a) Search for the object group by name: NOV-SERVERS

      The ASA configuration file shows the following lines for NOV-SERVERS:

```
object-group network NOV-SERVERS
   group-object GROUP1
   group-object GROUP2
```

   b) Search for each member of the group to identify which member is not included in the ASA configuration file.
3. To resolve the ERROR, do the following using ASDM on the source ASA device:
   a) Create the missing member for the object group.
   b) Export the configuration file.
4. If there are no more errors, upload the new ASA configuration file to the Firewall Migration Manager and continue with the migration.

Troubleshooting example for ASA: List index out of range

Configure troubleshooting steps to resolve ASA configuration file upload and parsing failures caused by list index out of range errors in the Firewall Migration Manager.

This task helps you identify and resolve configuration elements that cause the Firewall Migration Manager to fail during ASA configuration file upload and parsing.

In this example, the ASA configuration file upload and parsing that is failed because of an ERROR in the configuration of an element that the Firewall Migration Manager does not support.

Procedure

1. Review the error messages to identify the problem.

   This failure generated the following error messages:

Location	ERROR Message
Firewall Migration Manager	list index out of range
Configuration Lines with Errors section of the pre-migration report	N/A
Log file	[ERROR | asa_config_upload.py:119] > list index out of range

2. Open the unparsed file and scroll to the bottom to identify the last line of the ASA configuration file that was successfully parsed.

   In this example, the last line in the unparsed file is the following:

```
Line#345 [SKIPPED] address 209.165.200.224 255.255.255.224
```

3. Open the ASA configuration file and do the following:
   a) Search for **address 209.165.200.224 255.255.255.224**

      The line that follows this one contains the configuration element that caused the issue.

   b) Review the line to determine what is causing the migration to fail.

In this example, the line where the Firewall Migration Manager had stopped parsing is **name www.example.s3.amazonaws.com**. This is the line in the ASA configuration file that is directly after the last line in the unparsed file. If you cannot identify the issue with this line, we recommend that you review the Known Issues section in the Release Notes for the Firewall Migration Manager to see if you have encountered one of the known issues in the release.