

This document contains troubleshooting scenarios that might occur while migrating the database from Sybase to PostgreSQL:

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## 1 ZDC Related Issues

The ZDC related issues are logged in the ZDC Reports and `ZDC_results.json`.

The ZDC Reports are available in the following location:

- ♦ **Windows:** `%ZENWORKS_HOME%\logs\migration\zdc\reports`
- ♦ **Linux:** `/var/opt/novell/log/zenworks/migration/zdc/reports`

The `ZDC_results.json` file is available in the following location:

- ♦ **Windows:** `%ZENWORKS_HOME%\logs\migration`
- ♦ **Linux:** `/var/opt/novell/log/zenworks/migration`

### 1.1 Issues with Indexes, Triggers, Procedures and Views

**Problem:** The ZDC reports any errors with Indexes, Triggers, Procedures and Views in the existing database.

**Solution:**

- ♦ **If the ZDC check is performed manually**, then these errors can be ignored, as the missing Indexes, Triggers, Procedures and Views are recreated in the destination database during the database migration.
- ♦ **If the ZDC check is performed during migration**, then the ZDC has an intelligence to skip such errors.

### 1.2 The expected column length is more than the actual column length

**Problem:** The ZDC reports that the expected column length is more than the actual column length.

**Solution:**

- ♦ **If the ZDC check is performed manually**, then this inconsistency can be ignored.
- ♦ **If the ZDC check is performed during migration**, then the ZDC has an intelligence to skip such errors.

For example, in the following image, `zAppAssignment` the expected size is 255 and actual size is 65. Hence, this inconsistency can be ignored.

<b>ERROR</b>	<b>Mismatch in table 'zAppAssignment' structure.</b> <b>Object type:</b> [Column] , <b>Object name:</b> [UserID] <b>Expected:</b> [Name: UserID, Size: 255, Type: NVARCHAR, Nullable: false] <b>Found:</b> [Name: UserID, Size: 65, Type: NVARCHAR, Nullable: false]
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**IMPORTANT:** When the actual column length is more than the expected column length, then such inconsistencies **SHOULD NOT** be ignored.

For example, in the following image, for the `ZESM_CertInformation` column, the expected length is 255 and actual column length is 2147483647. In such scenarios, the column length parameter should not be ignored.

<b>ERROR</b>	<b>Mismatch in table 'ZESM_CertInformation' structure.</b> <b>Object type:</b> [Column] , <b>Object name:</b> [Password] <b>Expected:</b> [Name: Password, Size: 255, Type: NVARCHAR, Nullable: true] <b>Found:</b> [Name: Password, Size: 2147483647, Type: UNKNOWN, Nullable: true]
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If the data in such tables are empty, then those entries can be ignored, or please **contact Micro Focus Customer Center** before starting the database migration.

### 1.3 The nullability in the actual column is false and the expected column is true

**Problem:** The ZDC reports that the nullability of actual column is false (i.e. only non-null values can be inserted) and expected nullability for the column is true (i.e. null entries can be inserted).

**Solution:**

- ♦ If the ZDC check is performed manually, then this inconsistency can be ignored.
- ♦ If the ZDC check is performed during migration, then the ZDC has an intelligence to skip such errors.

For example, in the following image, for the `zZENObjectDelete_log` column, the expected nullability of the column is true and actual nullability of the column is false. Hence, this inconsistency can be ignored.

<b>ERROR</b>	<b>Mismatch in table 'zZENObjectDelete_log' structure.</b> <b>Object type:</b> [Column] , <b>Object name:</b> [table_name] <b>Expected:</b> [Name: table_name, Size: 200, Type: NVARCHAR, Nullable: true] <b>Found:</b> [Name: table_name, Size: 200, Type: NVARCHAR, Nullable: false]
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**IMPORTANT:** If the nullability of the expected column is false and actual column is true, then such inconsistency **SHOULD NOT** be ignored.

For example, in the following image, the `zRestrictionEnforcementState` column, the actual column nullability is true and expected column nullability is false. In such scenarios, the null values cannot be inserted into the columns where nullability is false. Hence, such inconsistency cannot be ignored.

<b>ERROR</b>	<b>Mismatch in table 'zRestrictionEnforcementState' structure.</b> <b>Object type:</b> [Column] , <b>Object name:</b> [IsSentToDevice] <b>Expected:</b> [Name: IsSentToDevice, Size: 3, Type: TINY_INT, Nullable: false] <b>Found:</b> [Name: IsSentToDevice, Size: 3, Type: TINY_INT, Nullable: true]
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If the data in such tables are empty, then those entries can be ignored, or please **contact Micro Focus Customer Center** before starting the database migration.

## 2 Migration

### 2.1 Huge data in the zBinaryData table

**Problem:** While creating a bundle, if you have added an icon, then the relevant data is updated in the `zBinaryData` table in the database. Due to a random issue, a huge data (~ 900 MB) is inserted for the icon in the table.

**Solution:** During the database migration, the tool checks the data row by row and then migrates the data to the PostgreSQL database. If the tool detects that the icon size is more than 10 MB, then in the PostgreSQL, a null value is inserted. Hence, ignore the issue.

## 3 Data Validation

During the database migration from Sybase to PostgreSQL, the data validation might have failed, even if the migration was successful.

Following are some of the scenarios, where the table content validation has failed even if the migration was successful:

### 3.1 Validation Failed Because of Invalid or Unknown Characters

**Problem:** During the database migration, if any invalid (unknown) characters are detected in the Sybase database, then the invalid characters are omitted and the remaining characters are migrated to the PostgreSQL database. Hence, the content validation fails even if the database migration is successful.

**Solution:** This validation error scenario can be ignored, as the error is logged due to mismatches in the characters. However, the database is successfully migrated.

## 4 Legal Notices

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