

How To Troubleshoot Barracuda Message Archiver Migration Admin Errors

<https://campus.barracuda.com/doc/73008434/>

This article applies to Barracuda ArchiveOne version 7.3.1 and higher.

If you encounter any errors with the Barracuda Message Archiver Migration Admin, use the following steps to collect the necessary diagnostic information for Barracuda Networks Support:

Step 1. Enable Advanced Service Tracing

1. Enable advanced tracing using the steps in the article [How to Enable Advanced Tracing](#). Once tracing is enabled, reproduce the error.
 - If advanced tracing is already enabled, proceed to the next step to collect the necessary log files.

Step 2. Collect the required log files.

1. To collect the service tracing, refer to the article [How to Enable Advanced Tracing](#).
2. Collect the Barracuda Message Archiver Migration Admin logs from the **MigrateBMAAdmin** folder in the installation directory, by default **C:\Program Files (x86)\Barracuda\ArchiveOne\logs\MigrateBMAAdmin**.
3. You may also be requested to provide report files or audit files depending on the nature of the issue. These can be retrieved from the location specified in [ArchiveOne Migration Admin Auditing](#) or [ArchiveOne Migration Admin Reporting](#).

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.