Alibaba Cloud

Data Online Migration

FAQ

Document Version: 20220509

Alibaba Cloud

Legal disclaimer

Alibaba Cloud reminds you to carefully read and fully understand the terms and conditions of this legal disclaimer before you read or use this document. If you have read or used this document, it shall be deemed as your total acceptance of this legal disclaimer.

1. You shall download and obtain this document from the Alibaba Cloud website or other Alibaba Cloud-authorized channels, and use this document for your own legal business activities only. The content of this document is considered confidential information of Alibaba Cloud. You shall strictly abide by the confidentiality obligations. No part of this document shall be disclosed or provided to any third party for use without the prior written consent of Alibaba Cloud.

2. No part of this document shall be excerpted, translated, reproduced, transmitted, or disseminated by any organization, company or individual in any form or by any means without the prior written consent of Alibaba Cloud.

3. The content of this document may be changed because of product version upgrade, adjustment, or other reasons. Alibaba Cloud reserves the right to modify the content of this document without notice and an updated version of this document will be released through Alibaba Cloud-authorized channels from time to time. You should pay attention to the version changes of this document as they occur and download and obtain the most up-to-date version of this document from Alibaba Cloud-authorized channels.

4. This document serves only as a reference guide for your use of Alibaba Cloud products and services. Alibaba Cloud provides this document based on the "status quo", "being defective", and "existing functions" of its products and services. Alibaba Cloud makes every effort to provide relevant operational guidance based on existing technologies. However, Alibaba Cloud hereby makes a clear statement that it in no way guarantees the accuracy, integrity, applicability, and reliability of the content of this document, either explicitly or implicitly. Alibaba Cloud shall not take legal responsibility for any errors or lost profits incurred by any organization, company, or individual arising from download, use, or trust in this document. Alibaba Cloud shall not, under any circumstances, take responsibility for any indirect, consequential, punitive, contingent, special, or punitive damages, including lost profits arising from the use or trust in this document (even if Alibaba Cloud has been notified of the possibility of such a loss).

5. By law, all the contents in Alibaba Cloud documents, including but not limited to pictures, architecture design, page layout, and text description, are intellectual property of Alibaba Cloud and/or its affiliates. This intellectual property includes, but is not limited to, trademark rights, patent rights, copyrights, and trade secrets. No part of this document shall be used, modified, reproduced, publicly transmitted, changed, disseminated, distributed, or published without the prior written consent of Alibaba Cloud and/or its affiliates. The names owned by Alibaba Cloud shall not be used, published, or reproduced for marketing, advertising, promotion, or other purposes without the prior written consent of Alibaba Cloud. The names owned by Alibaba Cloud include, but are not limited to, "Alibaba Cloud", "Aliyun", "HiChina", and other brands of Alibaba Cloud and/or its affiliates, which appear separately or in combination, as well as the auxiliary signs and patterns of the preceding brands, or anything similar to the company names, trade names, trademarks, product or service names, domain names, patterns, logos, marks, signs, or special descriptions that third parties identify as Alibaba Cloud and/or its affiliates.

6. Please directly contact Alibaba Cloud for any errors of this document.

Document conventions

Style	Description	Example
⚠ Danger	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	⚠ **Danger:** Resetting will result in the loss of user configuration data.
🔔 Warning	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	🔔 **Warning:** Restarting will cause business interruption. About 10 minutes are required to restart an instance.
🔊 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	🔊 **Notice:** If the weight is set to 0, the server no longer receives new requests.
❓ Note	A note indicates supplemental instructions, best practices, tips, and other content.	❓ **Note:** You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click **Settings** > **Network** > **Set network type**.
Bold	Bold formatting is used for buttons , menus, page names, and other UI elements.	Click **OK**.
Courier font	Courier font is used for commands	Run the `cd /d C:/window` command to enter the Windows system folder.
Italic	Italic formatting is used for parameters and variables.	`bae log list --instanceid` *Instance_ID*
[] or [a|b]	This format is used for an optional value, where only one item can be selected.	`ipconfig [-all|-t]`
{} or {a|b}	This format is used for a required value, where only one item can be selected.	`switch {active|stand}`

Table of Contents

1.Common causes of a migration failure and solutions

This topic describes the common causes of a migration failure and solutions when you use Data Transport to migrate data.

If a migration job fails, you can view the list of failed migration files to analyze the causes of the failure and troubleshoot the issue. On the Migration Jobs page, locate a failed job, click **Manage** next to the job, and click **Retry** to migrate failed files.

The common causes of migration failure and solutions are described as follows:

Error message: because downloader gets input stream failed.

Description: Assume that Customer A migrates data from Baidu Object Storage (BOS) to Alibaba Cloud Object Storage Service (OSS). The following error occurs in the failed migration file list.

When you view the log file of BOS, the following error message appears in the log file.

Cause: The error messages that appear at both sides show that an error occurs in BOS. BOS sets flow limits on the source data address due to a large number of requests. This causes a migration failure.

Solution: You can contact Baidu customer service to remove the flow limits or retry after setting speed limits for the migration job.

> 🔊 **Notice**   Known cloud service providers who set flow limits that result in a migration failure are listed as follows:
>
> - BOS: You can contact the Baidu customer service to remove flow limits or set speed limits when you create a migration job.
> - Qiniu Cloud: Flow and concurrency limits are set by Qiniu Cloud-Integrated CDN (FUSION) for test endpoints. We recommend that you separate large amounts of data into multiple collections and migrate these collections one by one or use accelerating domains.
> - UPYUN: UPYUN sets flow limits when you download large amounts of data. When you migrate large amounts of data, we recommend that you contact UPYUN customer service to remove flow limits or use CDN.

Error message: check size failed.

Description: When you migrate data from third-party data stores to OSS, an error occurs in the failed migration file list.

Cause: This issue occurs when the last modification time of files at the source data address is later than the last modification time of files at the destination data address. A file checksum error occurs when you update source files after these files have been migrated to the destination bucket.

Solution: You can migrate the updated files again.

Error message: premature end of content-length delimited message body.

Description: When you migrate data from third-party data stores to OSS, an error occurs in the failed migration file list.

□

Cause: This issue occurs when a connection that is used to send or received data is closed by OSS. If the interval between two uploads exceeds one minute, the connection that is used to upload data is closed by OSS. Generally, the error is caused by network issues such as high network latency.

Solution: Repeat a migration job.

Error message: check content-length failed error.

Description: When you migrate data from third-party data stores to OSS, the error occurs in the failed migration list.

□

Cause: This issue occurs when the name of a source file is the same as that of a destination file but the last modification time of the destination file is later than the source file. Data Transport disregards the file during migration. However, an error may occur when Data Transport checks the file after the migration job is complete.

Solution: When you need to migrate the file, you can repeat the migration after deleting or changing the name of the destination file. When you do not need to migrate the file, you can disregard the error.

Error message: http status code 403.

Description: When you migrate data between OSS buckets, an error occurs in the failed migration file list.

□

Cause: This issue occurs when insufficient permissions are granted. When creating data addresses, you must use an account that has the read permission of the source data address and the write permission of the destination data address. After a migration job is started, an error occurs when you change either the permissions of the account or the access permissions of storage space such as the bucket policy of OSS.

Solution: You can repeat the migration after restoring the permissions of the account.

Error message: The operation is not valid for the object's state.

Description: When you migrate data between OSS buckets, the error occurs in the failed migration file list.

□

Cause: This issue occurs when Data Transport does not support migrating archive files. The error occurs when archive files exist at the source data address.

Solution: If you need to migrate Archive files, repeat the migration after changing the storage class of these files to the Standard.

Error message: check usermeta failed.

Description: An error occurs when you migrate data from BOS to OSS.

Cause: This issue occurs when the HTTP header or user meta of a file includes special characters that cannot be identified by Data Transport.

Solution: Migrate failed files or repeat the migration after changing either the HTTP header or user meta of the file.

2.Common error codes and solutions

This topic describes the error codes and error messages you may encounter when you configure online migration jobs or data addresses. It also provides the corresponding solutions.

Error code	Error message	Solution
AzureSourceConnStrAccountInvalid	Invalid Azure connection strings or storage account	The connection string for the Azure storage account or the storage account is invalid. To access the Azure container you specified, enter a valid connection string or storage account when creating a data address. For more information about Azure connection strings, see Appendix: View a connection string.
AzureSourceAddrContainerInvalid	Invalid Azure container	The name of the Azure container is invalid or the container does not exist. Enter a valid Azure container name to create a data address.
SourceAddrEndpointBucketNotMatchOrNoSuchBucket	(BOS)The endpoint in the source address does not match the endpoint of the bucket, or the bucket does not exist.	The endpoint you entered does not match the region where the bucket resides or the bucket does not exist. Enter a valid endpoint and bucket name.
SourceFolderPathInvalid	(COS)The Prefix contains unsupported characters.	Enter a prefix that only contains valid characters.
SourceBadPrivateKeyFileFormat	The format of GCP key files is incorrect.	Download a valid key file from Google Cloud Platform (GCP) and use the key file to create a data address.
SourceKeyFileBucketNotMatchedOrPermission	GCP key files do not have the permission to access the bucket.	Use a GCP key file that has the permission to access the bucket to create a data address.
SourcePrivateKeyIDInvalid	GCP key files are invalid. Please log on to the GCP console and check them.	Log on to the GCP console. Download a valid key file and use the key file to create a data address.
SourceAddrListFilePathInvalid	(HTTP/HTTPS)Invalid file path	Enter a valid file path and try again.
SourceAddrListFilePathNotExist	(HTTP/HTTPS)List files do not exist.	Check whether the bucket of the source data address contains the specified file that contains a list of HTTP/HTTPS URLs. If the file does not exist, create a file and try again.

Error code	Error message	Solution
SourceAddrBadHttpListFormat	(HTTP/HTTPS)The format of list files is incorrect. The column separator is '\t' and the line separator is '\n'.	Modify the file format and try again. For more information about the file format, see Create a file that contains a list of URLs.
DestAddrCannotConnectUrl	(HTTP/HTTPS) URLs in the list files are invalid.	Modify the URLs in the file and try again.
SourceAddrCannotConnectUrl	(HTTP/HTTPS)URLs of source list files are invalid.	Modify the URLs in the file and try again.
SourceAddrEndpointOrSkInvalid	(KS3) The endpoint or AccessKeySecret in the source address is invalid.	Enter a valid endpoint and AccessKey secret for the source data address. For more information about endpoints, see Appendix: Regions and endpoints.
NASParameterEmpty	NAS parameters cannot be empty.	Enter valid field values to create a data address.
OssAccessKeyInvalid	Invalid OSS AccessKeyId	Enter a valid AccessKey ID for OSS to create a data address.
OssSecretKeyInvalid	Invalid OSS AccessKeySecret	Enter a valid AccessKey secret for OSS to create a data address.
OssEndpointInvalid	Invalid OSS endpoint	Enter a valid OSS endpoint to create a data address.
OSSParameterEmpty	OSS parameters cannot be empty.	Enter valid field values to create a data address.
OSSParameterError	Failed to read data from OSS because of invalid OSS parameters.	Enter valid field values to create a data address.
JobCountExceedMaxCount	The number of jobs has reached the upper limit. Please open a ticket.	The number of migration jobs you created has reached the limit. Delete migration jobs that are no longer in use or submit a ticket.
ClusterIsInMediateStatus	The service is starting. Please try again later.	The migration service is starting. Wait until the service is started and try again.
InternalError	The service is not available currently. Please try again later.	The service is unavailable. Try again later.
InvalidParameters	The request contains one or more invalid parameters.	Certain field values you entered are invalid. Enter valid field values to create a data address.

Error code	Error message	Solution
SourceAddrAccessKeyOrPermissionInvalid	(KS3)The AccessKeyID or SecretKey in the source address is invalid.	The AccessKey pair of the source data address is invalid. Enter a valid AccessKey pair to create a data address.
OssDestUserDisable	The OSS account used to access the destination address is not available.	The OSS bucket of the destination data address is disabled due to overdue payments of your account or security issues. Log on to the OSS console to check the reason.
DestAddrBucketInvalid	The bucket in the destination address is invalid.	The bucket of the destination data address does not exist or the bucket name does not conform to naming conventions. Enter a valid bucket name to create a data address.
DestAddrEndpointBucketPermissionInvalid	The endpoint in the destination address does not match the endpoint of the bucket, or you have no permission to access the bucket.	The endpoint of the destination data address does not match the region where the bucket resides, or you are not authorized to access the bucket. Enter a valid endpoint and bucket name to create a data address and make sure that you are granted the permissions to access the bucket.
DestAddrEndpointInvalid	The endpoint in the destination address is invalid.	The endpoint of the destination data address is invalid. Enter a valid endpoint to create a data address.
DestMountNasFailed	Failed to mount the NAS file system in the destination address.	You are not authorized to access the Apsara File Storage NAS data address, or you cannot connect to the Apsara File Storage NAS service. Troubleshoot the problem and try again.
DestAddrRegionBucketNotMatchOrNoSuchBucket	The region in the destination address does not match the region where the bucket resides, or the bucket you are attempting to access does not exist.	The region you entered does not match the region where the bucket resides or the bucket does not exist. Enter a valid region and bucket name to create a data address.
DestAddrSecretKeyInvalid	The AcessKeySecret in the destination address is invalid.	The AccessKey secret of the destination data address is invalid or does not exist. Enter a valid AccessKey secret to create a data address.
DestAddrAccessKeyInvalid	The AcessKeyId in the destination address is invalid.	The AccessKey ID of the destination address is invalid or does not exist. Enter a valid AccessKey ID to create a data address.

Error code	Error message	Solution
DestPrefixIsNotDir	The prefix specified in the destination address does not exist or indicates a file.	The prefix you specified for the destination data address is invalid or indicates a file. Enter a valid prefix to create a data address.
DestinationDataAddressInvalid	Invalid destination address	The destination data address is invalid. The destination data address may have been modified. Enter valid field values to create a data address.
InvalidJobStatusForCurrentOperation	This operation is not allowed for the job in the current status.	Wait until the current job is complete and try again.
CifsPasswordNotSupported	The SMB password must not contain commas (,), single quotes('), or double quotes ("). Please modify it and try again.	The Server Message Block (SMB) service password does not meet the requirements. Modify the service password and try again.
NoPermission	You do not have permission to access Data Online Migration. Please apply for the permission and try again.	Ask your Alibaba Cloud account user to grant you the AliyunMGWFullAccess permission and try again.
BadParameters	The input parameter is invalid. Please check and try again.	Check and modify the field values you entered, and try again.
CouldNotCreateNewReport	The submitted migration report is being created. Do not submit a new one before it is created.	Wait until the current migration report is complete and submit a new one.
InvalidJobName	The name of a migration job cannot start or end with a hyphen (-). It can contain only 3 to 62 lowercase letters, numbers, and hyphens.	Enter a valid migration job name based on naming conventions.
ExceedMaxObjectSize	The amount of data that you want to migrate exceeds the limit. Please open a ticket.	The amount of data you migrate exceeds the limit. Submit a ticket for help.
EngineConnectTimeout	Request timed out. Please try again.	Submit a ticket for help.
OtherReasonError	Request failed. Please try again.	Submit a ticket for help.

Error code	Error message	Solution
ProviderAccessDenied	Request failed. Please try again.	Submit a ticket for help.
ProviderConnectRefused	Request failed. Please try again.	Submit a ticket for help.
ProviderConnectTimeout	Request failed. Please try again.	Submit a ticket for help.
ProviderInternalError	Request failed. Please try again.	Submit a ticket for help.
ProviderUnknownError	Request failed. Please try again.	Submit a ticket for help.
EngineAccessException	Request exception occurred. Please try again.	Submit a ticket for help.
JobDoesNotExist	The job does not exist.	The job you managed does not exist. Create a new job.
JobNotExist	The job does not exist or is in an incorrect state.	The job you managed does not exist or is in an abnormal state. Create a new job.
UserHasNoSuchJobName	The job name does not exist.	The job name does not exist. Create a new job.
JobAlreadyExist	The job name is already in use. Please use a different name.	Modify the job name and try again.
JobNameExist	The job name is already in use. Please use a different name.	Modify the job name and try again.
UserHasSuchJobName	The job name is already in use. Please use a different name.	Modify the job name and try again.
RetryExceedMaxCount	The number of retries has reached the upper limit.	The number of retries has reached the upper limit. We recommend that you follow Common causes of a migration failure and solutions to troubleshoot the problem, and create a new job. If the problem persists, submit a ticket for help.
DataAddressNotExists	The data address does not exist.	The data address you managed does not exist. Create a new data address.
UserHasNoSuchSrcAddress	The data address does not exist.	The data address you managed does not exist. Create a new data address.

Error code	Error message	Solution
EmptyDataAddressName	The data address name cannot be empty.	Enter a valid data address based on naming conventions.
DataAddressInvalid	Invalid source address	Enter a valid data address.
InvalidDataAddressName	The data address name cannot start or end with a hyphen (-). It can contain only 3 to 62 lowercase letters, numbers, and hyphens.	Enter a valid data address based on naming conventions.
DataAddressNameExists	The data address name already exists.	Modify the data address and try again.
DataAddressInUse	The data address is being used.	The data address is being referenced by a migration job. Delete the migration job and then delete the data address.
SourceAppIdInvalid	[COS]The APPID in the source address is invalid.	Use the valid Tencent Cloud APPID to create a data address.
SourceAddrSecretIdInvalid	(COS)The SecretId or SecretKey in the source address is invalid.	Enter a valid SecretId and SecretKey for Tencent Cloud to create a data address.
SourceAddrRegionInvalid	(COS)The Region in the source address is invalid.	Enter a valid Tencent Cloud region to create a data address.
FileCountExceedMaxCount	The number of files exceeds the upper limit.	The number of files you migrated exceeds the limit. Submit a ticket for help.
DestReadDirFailed	Failed to read directories in the destination address.	The account or password for the destination Apsara File Storage NAS data address is invalid or you cannot access the Apsara File Storage NAS service. Use a valid account and password when you configure an Apsara File Storage NAS data address and make sure that the migration service can access the Apsara File Storage NAS service.
SourceReadDirFailed	Failed to read directories in the source address.	You are not authorized to access the source Apsara File Storage NAS data address or you cannot connect to the Apsara File Storage NAS service. Troubleshoot the problem and try again.
OssAccessDenied	You do not have permissions to access the bucket. Please check and try again.	Enter the AccessKey ID and AccessKey secret that have the permission to access the bucket to create a data address.

Error code	Error message	Solution
SystemUpgrading	The system is being upgraded. Please try again later.	The system is being upgraded. Try again later.
UpdatePreparing	The system is being upgraded. Please try again later.	The system is being upgraded. Try again later.
CheckAddressTimeOut	Data address verification timed out. Please check and try again.	The connection to the data address times out. Try again later.
InvalidPageSize	Invalid PageSize	The page size is invalid.
InvalidPageNumber	Invalid PageNumber	The page number is invalid.
SourceAddrUserBlocked	[YOUPAI]The Operator is disabled.	Log on to the UPYUN console and enable the operator account you specified when creating the data address. Alternatively, you can change the operator name and password and create a new data address.
SourceAddrUserDoesNotExist	[YOUPAI]The Operator does not exist.	Enter a valid operator name and password to create a data address.
SourceAddrPasswordInvalid	(YOUPAI)Invalid operator secret	Enter a valid operator name and password to create a data address.
SourceAddrPathInvalid	(YOUPAI)Invalid migration folder	The folder to be migrated is invalid or does not exist.
SourceAddrCdnInvalid	(YOUPAI)The CDN address in the source address is invalid.	Enter a valid CDN URL of UPYUN to create a data address.
SourceAddrServiceBlocked	(YOUPAI)The service is disabled at the source address.	The UPYUN service is disabled. Enable the UPYUN service and try again.
SourceAddrServiceInvalid	(YOUPAI)The Service Name in the source address is invalid.	The name of a UPYUN service does not exist or does not conforms to naming conventions. Enter a valid UPYUN service name and try again.
SourceAccessMethodInvalid	(NAS)The mount protocol in the source address is invalid.	The mount protocol is not supported by the source Apsara File Storage NAS data address. Currently, only the Server Message Block (SMB) and Network File System (NFS) protocols are supported.
SourceAccessVersionInvalid	(NAS)The version of the mount protocol in the source address is invalid.	• Use NFSv3 or NFSv4. • Use SMBv2 or SMBv3.

Error code	Error message	Solution
OssSourceUserDisable	The OSS account used to access the source address is not available.	Your OSS bucket (a source data address) is disabled due to overdue payments of your account or security issues. Log on to the OSS console to check the reason.
DuplicateSourceDestination	The source address and the destination address cannot be the same.	Make sure that the source data address and the destination data address are different when you create a migration job.
SourcePrefixIsNotDir	The prefix specified by the source address does not exist or indicates a file.	The prefix you specified for the source data address does not exist or indicates a file. Modify the prefix and try again.
SourceAddrBucketInvalid	The bucket in the source address is invalid.	The bucket of the source data address does not exist or the bucket name does not conform to naming conventions. Enter a valid bucket name to create a data address.
SourceAddrEndpointBucketPermissionInvalid	The endpoint in the source address does not match the endpoint of the bucket, or you have no permission to access the bucket.	The endpoint you entered does not match the region where the bucket resides or you are not authorized to access the bucket. Make sure that the endpoint is valid and you are granted the permission to access the bucket.
SourceAddrEndpointInvalid	The endpoint in the source address is invalid.	Enter a valid endpoint to create a data address.
SourceMountNasFailed	Failed to mount the NAS file system in the source address.	You are not authorized to access the Apsara File Storage NAS data address, or you cannot connect to the Apsara File Storage NAS service. Troubleshoot the problem and try again.
SourceAddrRegionBucketNotMatchOrNoSuchBucket	The region in the source address does not match the region where the bucket resides, or the bucket does not exist.	The endpoint you entered does not match the region where the bucket resides or the bucket does not exist. Enter a valid endpoint and bucket name.
SourceAddrAccessKeyIDSecretAccessKeyInvalid	The AccessKey in the source address is invalid.	The AccessKey pair of the source data address is invalid. Enter a valid AccessKey pair to create a data address.
SourceAddrAccessKeyInvalid	The AccessKey in the source address is invalid.	The AccessKey pair of the source data address is invalid. Enter a valid AccessKey pair to create a data address.
SourceDestinationShouldNotSame	The source address and the destination address cannot be the same.	Make sure that the source data address and the destination data address are different when you create a migration job.

Error code	Error message	Solution
SourceAddrSecretKeyInvalid	The SecretKey in the source address is invalid.	Enter a valid secret key to create a data address.
SourceAddrPrefixInvalid	The prefix in the source address is invalid.	The prefix you entered is invalid or the indicated folder does not exist. Enter a valid prefix to create a data address.
SourceDataAddressInvalid	Invalid source address	Check whether your source data address is valid and try again. Alternatively, you can create a new data address for the migration job.
SourceAddrAddressInvalid	The Domain Address parameter in the source address is invalid.	The UPYUN domain name you entered is invalid. Enter a valid domain name or enter a valid CDN URL to create a data address. For more information, see Migrate data from UPYUN.
UnsupportedArchiveBucket	The storage class of the source object cannot be Archive.	The bucket of the source data address does not support the Archive storage class. Check the storage class of the bucket for the source data address or change the source data address.
SourceAddrHasUnsupported Char	The source file name contains unsupported characters.	The metadata of the file contains invalid characters. Modify the metadata and try again.
NoSuchBucket	The specified bucket does not exist.	The bucket of the source data address does not exist. Enter a valid bucket name to create a data address.