

Alibaba Cloud 服务器迁移中心

FAQ

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Document conventions

Style	Description	Example
	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.
	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.
	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.
	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 <code>cd /d C:/window</code> command to enter the Windows system folder.
<i>Italic</i>	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid Instance_ID</code>
[] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>

Style	Description	Example
{a b}	This format is used for a required value, where only one item can be selected.	switch { <i>active stand</i> }

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1 SMC FAQ

This topic describes frequently asked questions about SMC and their solutions.

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What scenarios can I use SMC for?

SMC can be used to migrate data from physical servers, virtual machines, and other cloud platform hosts to Alibaba Cloud ECS for most Windows and Linux operating systems. For more information, see [#unique_4](#)

What migration methods are supported by SMC?

SMC supports two migration modes: Daemon mode and one-time job mode.

- **Daemon mode: Import the migration source information by using the SMC client, and then log on to the SMC console to create and complete a migration task for the migration source. For detailed steps, see [#unique_5](#).**
- **One-time job mode: Configure the migration parameters in the SMC client. You can then run the client to migrate the source server to Alibaba Cloud without performing additional operations from the SMC console. For detailed steps, see [#unique_6](#).**

I have a single Oracle database instance on a physical database server. Should I migrate the entire server (including the operating system and database) or only the database to Alibaba Cloud? What are the advantages and disadvantages of the two methods?

Select a migration method based on your needs. The two migration methods have the following advantages and disadvantages:

- **If you only need a database application, we recommend that you only migrate the application. However, you need to consider how to deploy the application in the new environment.**
- **If you need both the application and its operating environment, we recommend that you migrate the entire server to Alibaba Cloud. However, if the server has a large volume of resources, the migration may take more time to complete.**

What is the migration process of SMC?

The migration process of SMC is as follows:

- 1. You import the migration source information to the SMC console.**
- 2. The SMC backend service prepares the intermediate instance.**
- 3. The SMC client transfers the migration source information to the intermediate instance.**
- 4. The SMC backend service generates a target Alibaba Cloud image for the migration source.**

How do I estimate the time required for a SMC-based migration? How do I test the transmission speed?

The migration period is divided into three parts: pre-migration, migration, and post-migration. The migration period is proportional to the number of servers you want to migrate and the actual data volume. We recommend that you estimate the migration time by conducting tests in advance.

For more information about how to estimate the time required for a migration and how to test the transmission speed, see [#unique_7](#).

Does SMC support resumable data transfer?

Yes. SMC supports resumable data transfer. If data transfer is interrupted, you can re-run the client and restart the migration task to resume migration.

Does SMC support incremental migration of data?

Yes. SMC supports incremental migration of data. For more information, see [#unique_8](#).

What do I do if a migration is interrupted or fails?

When a migration task is interrupted or fails, the troubleshooting methods are as follows:

- **When the SMC client program suddenly closes or freezes, try to re-run the SMC client and restart the migration task to resume the migration.**
- **If the migration task is in the InError state, check the log file of the migration task in the SMC console to locate the cause of the error.**

If the problem persists, we recommend that you join the [SMC support group on DingTalk](#). For more contact information, see [Contact us](#).

What are the specifications available for intermediate instances?

When you create an intermediate instance, SMC selects instance specifications that meet requirements from the following options:

- **1 vCPU 2 GiB**
- **1 vCPU 4 GiB**
- **2 vCPU 2 GiB**
- **2 vCPU 4 GiB**
- **t6 burstable instance specifications**
- **t5 burstable instance specifications**
- **2 vCPU 8 GiB**

If the preceding instance specifications are not available, the system selects other cost-effective instance specifications.

What do I need to know about intermediate instances?

Note the following precautions for intermediate instances:

- **SMC automatically creates, starts, stops, and releases the intermediate instance `No_Delete_SMC_Transition_Instance`. To ensure a smooth migration, do not perform operations on the intermediate instance.**
- **The default security group of the intermediate instance allows inbound access to ports 8080 and 8703. Do not modify or delete these security group rules.**

- **After the migration is complete, the intermediate instance is automatically released. If the migration fails, you must manually release the instance. For more information about how to release an intermediate instance, see [Release an instance](#).**

Which public IP addresses and ports does my source server need to access in the outbound direction?

Check whether the source server can access the following service endpoints and ports:

- **SMC:** `https://smc.aliyuncs.com:443`.
- **Intermediate instance:** ports 8080 and 8703 corresponding to public IP addresses. To perform a VPC-based migration, you must access the private IP address of the intermediate instance. For more information about VPC-based migration, see [Migrate to the cloud through Alibaba Cloud VPC](#).



Note:

The source server does not need to open any inbound ports, but it must have outbound access to the public IP addresses and ports.

Which Windows Server licenses does Alibaba Cloud support?

Alibaba Cloud supports licenses for Windows Server 2003, 2008, 2012, and 2016. To migrate other versions of Windows not listed here to ECS, you must apply for license mobility. For more information, see [Apply for License Mobility through Software Assurance](#).

How do I install Rsync?

Select the appropriate command to install Rsync based on the operating system of your source server.

- **CentOS:** Run the `yum -y install rsync` command.
- **Ubuntu:** Run the `apt-get -y install rsync` command.
- **Debian:** Run the `apt-get -y install rsync` command.
- **SUSE:** Run the `zypper install rsync` command.
- **Other system release versions:** See the installation documentation on the official website.

How do I disable SELinux?

We recommend that you run the `setenforce 0` command to temporarily disable SELinux, or open the `/etc/selinux/config` file and set `SELINUX = disabled`.

How do I filter and exclude files or directories that do not need to be migrated?

You must configure the files or directories to be excluded from migration before you run the SMC client. The following configuration files are located in the `Excludes` directory of the client.

- **A system disk configuration file:** `rsync_excludes_win.txt` (for Windows servers) or `rsync_excludes_linux.txt` (for Linux servers)
- **A data disk configuration file:** named by adding a suffix `disk [disk index number]` to the system disk, such as `rsync_excludes_win_disk1.txt` (for Windows servers) or `rsync_excludes_linux_disk1.txt` (for Linux servers).



Note:

If a configuration file is lost or deleted by accident, you can create another one.

- **Example 1: Exclude files or directories from migration of a Windows Server**

- **System disk:**

- **Specify the files or directories to be excluded:**

```
C:\MyDirs\Docs\Words
C:\MyDirs\Docs\Excels\Report1.txt
```

- **Add the following information to the `rsync_excludes_win.txt` file:**

```
/MyDirs/Docs/Words/
/MyDirs/Docs/Excels/Report1.txt
```

- **Data disk:**

- **Specify the files or directories to be excluded:**

```
D:\MyDirs2\Docs2\Words2
D:\MyDirs2\Docs2\Excels\Report2.txt
```

- **Add the following information to the `rsync_excludes_win_disk1.txt` file:**

```
/MyDirs2/Docs2/Words2/
/MyDirs2/Docs2/Excels2/Report2.txt
```



Note:

To exclude a Windows directory, you must perform the following operations:

- Remove the prefix of the directory (`scr_path`). In the preceding example, you must remove `D:.`
- Replace `\` with `/`.

• **Example 2: Exclude files or directories from migration of a Linux server**

- **System disk (root directory/):**

- **Specify the files or directories to be excluded:**

```
/var/mydirs/docs/words  
/var/mydirs/docs/excels/report1.txt
```

- **Add the following information to the `rsync_excludes_linux.txt` file:**

```
/var/mydirs/docs/words/  
/var/mydirs/docs/excels/report1.txt
```

- **Data disk:**

- **Specify the files or directories to be excluded:**

```
/mnt/disk1/mydirs2/docs2/words2  
/mnt/disk1/mydirs2/docs2/excels2/report2.txt
```

- **Add the following information to the `rsync_excludes_linux_disk1.txt` file:**

```
/mydirs2/docs2/words2/  
/mydirs2/docs2/excels2/report2.txt
```



Note:

To exclude a Linux directory, you must remove the prefix of the directory (`scr_path`). In the preceding example, you must remove `/mnt/disk1.`

What do I do if I want to re-import a migration source?

You must delete the migration source and then re-run the client to import the migration source. If the migration source is associated with a migration task, you must delete the associated migration task before you delete the migration source.

What do I do if I released an intermediate instance by mistake?

If you have released an intermediate instance by mistake, delete the current migration task, and then create and start a new migration task for the migration

source. If the problem persists, you can [submit a ticket](#) or contact customer service to solve the problem.

What do I do if I cannot create a migration task for a migration source in an inactive state?

Restore the migration source to the Active state, and then create a migration task. The restoration method is as follows:

- **When the migration source is in an inactive state:**

This status indicates that the migration source has been disconnected from the SMC console. You must re-run the SMC client and wait until the migration is complete before you close the client. For detailed steps, see [#unique_12](#).

- **When the migration source is in an abnormal state: You must check the console and client logs in the Logs directory and the error message displayed on the client UI, and fix the error as prompted. You can also refer to the error codes and troubleshooting methods in this topic. If the problem persists, contact us. For more information, see [Contact us](#).**

Why am I unable to delete a migration source?

The migration source is in use by an unfinished migration task. You must stop and delete the migration task before you can delete the migration source.

Why are there no data disk parameters displayed in the Create Migration Task right-side pane? How do I solve this problem?

When you import a migration source, the SMC client only detects attached disk partitions. If your migration source does not have a data disk or no data disk is attached, the data disk parameters will not be displayed in the Create Migration Task right-side pane. To migrate a data disk that is not attached to an instance, perform the following steps:

- 1. Attach the data disk.**
- 2. Re-run the SMC client.**
- 3. Refresh the Migration Sources page in the SMC console, and bring up the Create Migration Task right-side pane again.**

Can I create a new migration task for a migration source if the migration source is being migrated or if an error occurs during the current migration task?

No. The steps you can take in the preceding two scenarios are as follows:

- If the migration source is associated with a running migration task, stop and delete the migration task, and then create a new migration task for the migration source.
- If the migration task associated with a migration source experiences an error, delete the migration task and then create a new migration task for the migration source.

How long does it take for a migration task to expire? What happens after the task expires?

By default, a migration task in the SMC console expires within 30 days after you created it. The expiration time cannot be set from the console. If you call the `CreateReplicationJob` operation to create a migration task, you can set the task validity period as needed. The validity period ranges from 7 to 90 days. For more information about the operation, see [#unique_13](#).

The validity period starts from the time when the migration task is created. The processing method after the task expires is as follows:

- When the migration task is in the Running state, no further processing is required.
- When the migration task is in the Ready, Stopped, or InError state, it is marked as expired. SMC will clear migration tasks seven days after they expire.

What are the migration task states? What do they mean?

The status of a migration task is divided into the following two types:

- **Migration task status:** the status of the migration task throughout its entire lifecycle. For more information, see [Migration task status](#).
- **Migration task business status:** the status of the migration task in the Running stage. For more information, see [Migration task business status](#).

The following figure shows the relationship between the migration task status and business status.

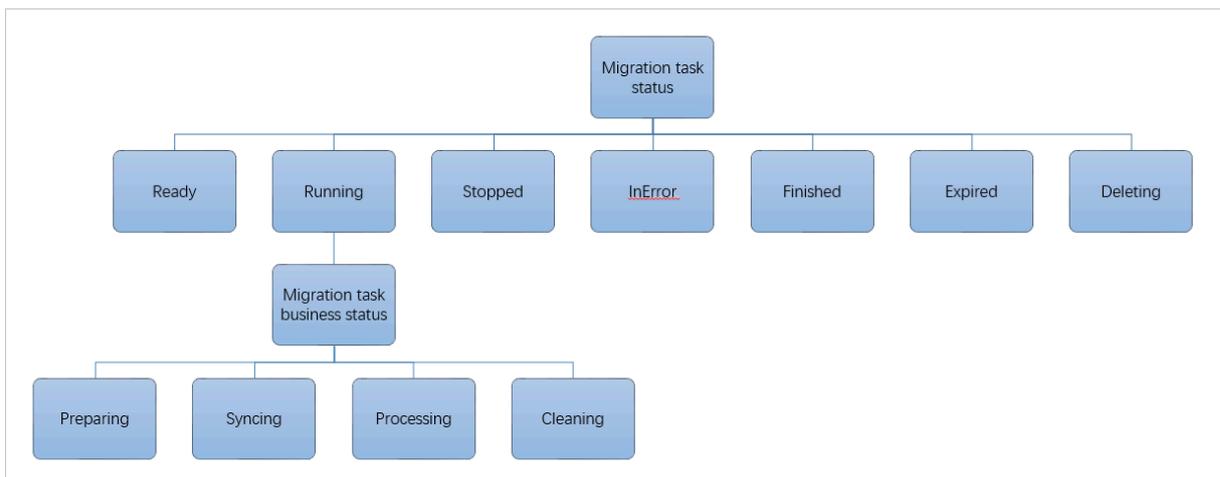


Table 1-1: Migration task status

Migration task status	Description	Operation that can be performed in this state
Ready	The migration task has been created but has not been started.	Start the migration task.
Running	The migration task is running. Instead of being displayed in the SMC console, the running status is displayed in the Status column in the form of <i>business status</i> .	Stop the migration task when it is complete or when it is in the Syncing state. <div style="background-color: #f0f0f0; padding: 5px;">  Note: You cannot delete a running migration task. </div>
Stopped	The migration task has been stopped.	Restart or delete the migration task.
InError	The migration task has failed.	View the error message or migration logs of the client or console to identify the cause of the failure and fix the problem. If the migration failed as a result of an inactive or abnormal migration source in the client, restart the client before you restart the migration task.
Finished	The migration task is finished.	Go to the Custom Images tab in the ECS console to view the image generated by SMC.

Migration task status	Description	Operation that can be performed in this state
Waiting	<p>The task is waiting for the next execution time window. This status only applies to incremental migration tasks. For more information about incremental migration, see #unique_8.</p>	<p>In this state, you can perform the following operations:</p> <ul style="list-style-type: none"> • Use the image generated by the migration task to create an ECS instance. • Stop the migration task. • Delete the migration task. • Manually perform incremental migration of source servers. • Modify the automatic incremental migration settings, including the interval at which the migration task runs and the maximum number of images that can be retained for the task.
Expired	<p>The migration task has expired.</p>	<p>Delete the migration task.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p> Note: A migration task is valid for 30 days. When a task expires, it is marked as expired and retained for seven days. SMC clears migration tasks seven days after they expire. For more information, see How long does it take for a migration task to expire? What happens after the task expires?</p> </div>
Deleting	<p>The migration task is being deleted.</p>	<p>Wait until the migration task is deleted, or create a new migration task for the migration source.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p> Note: After a migration task is deleted, SMC releases related resources that have been created during the migration process, such as the intermediate instance. This process may take a while to complete.</p> </div>

Table 1-2: Migration task business status

Migration task business status	Description	Operation that can be performed in this state
Preparing	When you start the migration task, the status of the migration task becomes Preparing.	None
Syncing	The migration task is uploading the migration source data.	You can stop the migration task.
Processing	The migration task is creating the target image.	None
Cleaning	The intermediate instance is being cleared, and the migration task is almost completed.	None

How do I find a migration source?

To find the migration source, perform the following steps:

1. Log on to the [SMC console](#).
2. In the left-side navigation pane, click Migration Sources.
3. On the Migration Sources page that appears, click the search box and select a search item from the drop-down list.

Search items include Migration Source Name, Migration Source ID, Status, and Latest Migration Task ID. All search queries return exact matches of the input parameters.

4. Enter a value for the selected search item, and press **Enter**.

Why have I received a "Forbidden.Subuser" error message?

SMC must use the **AccessKey** pair of an account to call the ECS API and create resources such as intermediate instances and cloud disks. These intermediate resources need to be purchased separately. Some service provider accounts may not have the permissions to create instances. If you need to migrate resources, contact us. For more information, see [Contact us](#).

Why have I received a "Forbidden.Unauthorized" error message?

This error indicates that you must grant full access permission on SMC to the current RAM user. For more information about the authorization methods, see [#unique_14/unique_14_Connect_42_section_1yg_nf4_rco](#).

Why have I received a "Your Account Hasn't Completed Real-name Authentication" error message?

This error indicates that your account requires real-name verification. For more information about the real-name verification methods, see [#unique_14/unique_14_Connect_42_section_1yg_nf4_rco](#).

Why have I received a "Your Account Doesn't Have Enough RAM Authority For SMC" error message?

Your account must be granted role-related permissions on SMC. For more information about the authorization methods, see [#unique_14/unique_14_Connect_42_section_1yg_nf4_rco](#).

Why have I received an "IllegalTimestamp" error message?

The system time of a migration source must be consistent with the standard time of the region where the migration source is located. Check whether the system time is configured correctly.

Why have I received an "InvalidAccountStatus.NotEnoughBalance" error message?

The default billing method of intermediate instances is pay-as-you-go. If your account balance is insufficient, the migration cannot be completed. You must recharge your account and try again. For more information about the pay-as-you-go billing method, see [Pay-as-you-go](#).

Why have I received a "Forbidden.RAM" error message?

The RAM user does not have sufficient permissions to call the operation. You must grant ECS and VPC access permissions `AliyunECSFullAccess` and `AliyunVPCFullAccess` to the RAM user. For more information, see [Account access control](#).

Why have I received an "InvalidImageName.Duplicated" error message?

The specified value of `image_name` cannot be the same as that of an existing image.

Why have I received an "InvalidAccountStatus.SnapshotServiceUnavailable" error message?

This error indicates that the snapshot service may not be activated in your account. For more information about how to activate the snapshot service, see [#unique_17](#).

Why have I received a "Connect to Server Failed" error message?

This error indicates that SMC is unable to connect to the intermediate instance. Perform the following steps to troubleshoot the error:

- 1. View the migration log for migration exceptions.**
- 2. Before you proceed, perform the following checks:**
 - **Check whether the status of the intermediate instance is normal.**
 - **Check whether the network service of the on-premises server is normal. Check whether TCP ports 80, 443, 8703, and 8080 have been enabled on your server. SMC must have access permissions on these ports.**
- 3. After the error is fixed, run the `go2aliyun_client` again.**

Why have I received a "Create transition vpc failed (QuotaExceeded.Vpc: VPC quota exceeded.)" error message?

This error indicates that your VPC quota has been reached. If you have not set VPC and VSwitch parameters for your migration task, an intermediate VPC and VSwitch are automatically created during migration. After the migration task is complete, the intermediate VPC and VSwitch are cleared.

Each Alibaba Cloud account can have a maximum of 10 VPCs in a region. If you need to run multiple migration tasks at a time or the number of VPCs in the target region has reached the quota, we recommend that you specify the same VPC and VSwitch parameters when creating migration tasks to make full use of VPC resources. For more information, see [Migration task parameters](#).

When the VPC quota has been reached, use one of the following methods:

- **Delete an existing VPC. For detailed steps, see [#unique_19](#).**
- **Adjust the VPC quota. [Submit a ticket](#).**

Why have I received an "InvalidAccessKeyId.NotFound" error message?

This error indicates that the AccessKey pair you entered is incorrect. Perform the following steps to fix the error:

- 1. Open the `user_config.json` file.**

2. Delete the values of `AccessKeyId` and `AccessKeySecret`.
3. Save and close the file.
4. Run the SMC client and enter a new AccessKey pair.

Why have I received a "Do Rsync Disk x Failed" error message?

This error indicates that the data transfer has been interrupted. Perform the following steps to troubleshoot the error:

1. **View the migration log for migration exceptions. If `return: 3072` or `return: 7680` is displayed in the log file, check whether the database or container services such as Oracle, MySQL, Microsoft SQL Server, MongoDB, and Docker have been enabled on the source server. If the services are enabled, disable the services or exclude the related directories before you start the migration again.**
2. **Before you proceed, perform the following checks:**
 - Check whether the status of the intermediate instance is normal.
 - Check whether the network service of the on-premises server is normal. Check whether TCP ports 80, 443, 8703, and 8080 have been enabled on your server. SMC must have access permissions on these ports.
3. **After the error is fixed, run the `go2aliyun_client` again.**

Why have I received a "check rsync failed" or "rsync not found" error message on my Linux server?

Check whether the Rsync component has been installed on the migration source system. For more information about how to install Rsync, see [How do I install Rsync?](#)

Why have I received a "check virtio failed" error message on my Linux server?

Check whether the VirtIO driver has been installed on the migration source system. For more information about how to install the VirtIO driver, see [VirtIO driver](#).

Why have I received a "check selinux failed" error message on my Linux server?

Check whether SELinux has been disabled on the migration source system. For more information about how to disable SELinux, see [How do I disable SELinux?](#)

Why have I received a "Do Grub Failed" error message on my Linux server?

Check whether GRand Unified Bootloader (GRUB) is installed on the source server. If GRUB is not installed, install GRUB and restart the SMC client and migration task after GRUB is installed. For more information about how to install GRUB, see [#unique_21](#).

What do I do if Windows server migration stops at the "Prepare For Rsync Disk 0" stage?

Windows server migration stops at the "Prepare For Rsync Disk 0" stage, and `VssSnapshotul::VssSnapshotul GetSnapshotul Failed: 0x80042308` is displayed in the log file. In this scenario, perform the following steps:

1. Enable the Volume Shadow Copy service:

- a. Log on to your on-premises server. Click Start, enter `services.msc` in the search box, and press Enter.
- b. Find the Volume Shadow Copy service, and click Start the service.

2. Uninstall the QEMU Guest Agent software:

- a. Log on to your on-premises server. Click Start, enter `services.msc` in the search box, and press Enter.
- b. Check whether the QEMU Guest Agent VSS Provider service is running. If this service is not available, re-run the SMC client.
- c. Find the uninstall program in the `C:\Program Files (x86)\virtio\monitor\uninstall.bat` directory, and execute the program to uninstall QEMU Guest Agent.

3. Re-run the SMC client.

What do I do if the system prompts me to activate Windows after a Windows server migration?

Use KMS to activate Windows after you reinstall Windows KMS Client Key.

1. Remotely connect to the Windows ECS instance.
2. On the Microsoft [Appendix A: KMS Client Setup Keys](#) page, find your relevant KMS client key. It is assumed to be `xxxx-xxxx-xxxx-xxxx-xxxx` here.
3. Open the Command Prompt as an administrator, and run the following commands:

```
slmgr /upk
```

```
slmgr /ipk xxxx-xxxx-xxxx-xxxx-xxxx
```

4. Use KMS to activate Windows.

What do I do if the drive letters of data disks are missing or incorrect after a Windows server migration?

- **If the drive letters are missing, manually add them in the Disk Management utility.**
 1. **Choose Control Panel > System and Security > Administrative Tools > Computer Management.**
 2. **In the Disk Management utility, find and right-click the data disk whose drive letter is incorrect, and click Change Drive Letters and Path....**
 3. **Click Add and specify a drive letter.**
- **If the drive letters are incorrect, change them in the Disk Management utility.**
 1. **Choose Control Panel > System and Security > Administrative Tools > Computer Management.**
 2. **In the Disk Management utility, find and right-click the data disk whose drive letter is incorrect, and click Change Drive Letters and Path....**
 3. **Click Change and assign a drive letter.**

After a Windows server is migrated, the file system access permission is abnormal or some system menus are displayed in different languages during instance startup. What do I do?

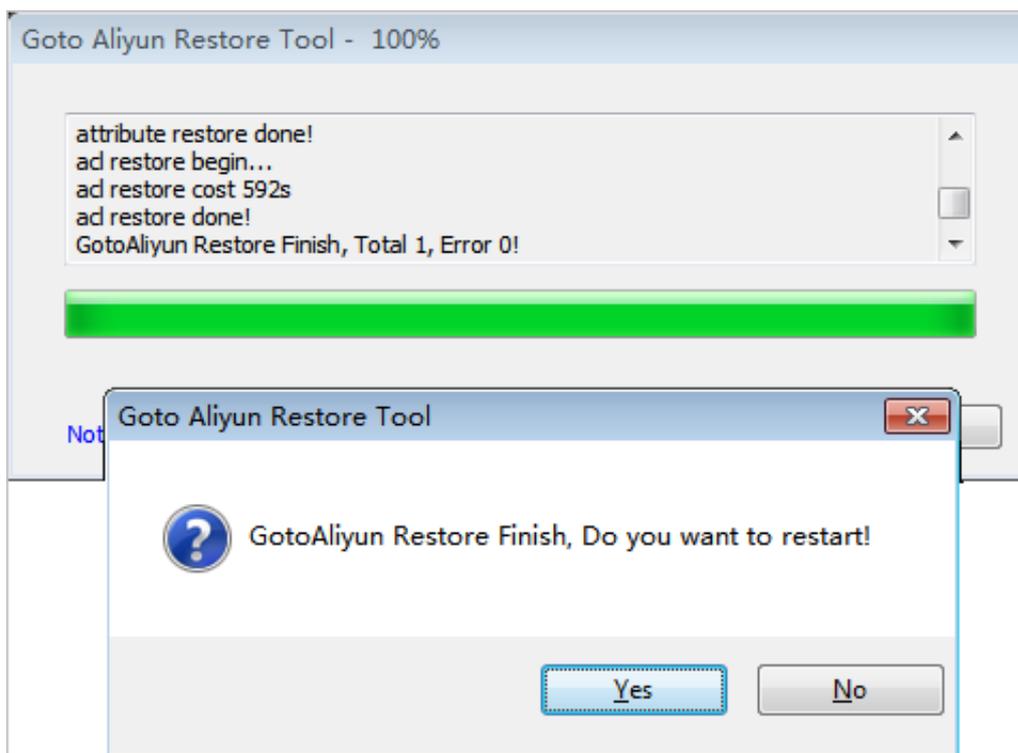
You must wait until the automatic recovery of the file system access permission is complete. For more information, see [How do I check my system after I migrate a Windows server?](#)

How do I check my system after I migrate a Windows server?

When you start the created instance for the first time after migrating your Windows server, you must perform the following checks:

1. **Check whether the system disk data is complete.**
2. **If a data disk is missing, go to the Disk Management utility to check whether the drive letter is missing.**

3. After the automatic recovery of the file system access permission is complete, select whether to restart the instance.

**Note:**

If the Goto Aliyun Restore Tool does not start during the first startup attempt, run the `C:\go2aliyun_prepare\go2aliyun_restore.exe` command to manually invoke the recovery process. Ensure that the number of disks and drive letter paths on the instance are consistent with those of the source system before running the command.

4. Check whether the network service is normal.
5. Check whether other system services are operating normally.

How do I check my system after I migrate a Linux server?

When you start the created instance for the first time after migrating your Linux server, you must perform the following checks:

1. Check whether the system disk data is complete.
2. If data disks exist, you must attach the data disks. For more information, see [Attach a data disk](#).
3. Check whether the network service is normal.
4. Check whether other system services are operating normally.

Why is there no data in the original data disk directory at instance startup after a Linux server migration?

When you migrate a Linux server with data disks, the data disks are not attached automatically upon instance startup. You can run the `ls /dev/vd*` command to view the data disk devices. You can attach the data disks manually as needed, and edit the configuration file in the `/etc/fstab` directory to enable the data disks to be attached upon instance startup.

Why am I unable to start the ECS instance that is created based on the custom image generated after a Linux server migration?

You must perform the following checks:

- **Check the driver.** Before creating an I/O optimized instance, ensure that the *VirIO driver* has been installed on the source server.
- **Check whether the boot configurations of the source server system are correct.**
- **If your source server system is CentOS 5 or Debian 7, the GRUB version is earlier than 1.9, and the following output appears when you connect to the ECS instance by using the *Management Terminal* in the ECS console,**



```
SeaBIOS (version rel-1.7.5-0-ge51488c-20140602_164612-nilsson.home.kraxel.org)
Machine UUID 86... 50a

iPXE (http://ipxe.org) 00:03.0 C980 PCI2.10 PnP PMM+7...+7I...0 C980

Booting from DVD/CD...
Boot failed: Could not read from CDROM (code 0003)
Booting from Hard Disk...
```

you must upgrade GRUB to version 1.9 or later, and then perform the migration again. For more information about how to upgrade GRUB, see [#unique_21](#).

What do I do if network service is abnormal when Others Linux instances are started?

Alibaba Cloud does not perform any configurations such as network or SSH configurations on ECS instances that were created from imported images of the Others Linux type. You can manually modify the network service configurations.

As of March 31, 2018, the network configurations of images generated by the SMC client have been changed. By default, IP addresses are allocated with the Dynamic Host Configuration Protocol (DHCP).

How do I perform another migration of the same migration source?

Create and start a new migration task for the migration source.

What do I do after a migration is complete and a custom image has been generated?

We recommend that you use the image to create a pay-as-you-go instance, and then ensure that the system is operating normally. After confirming that the image functions normally, select instance types that meet your business requirements and create one or more ECS instances. For more information, see [#unique_24](#) and [#unique_25](#).

What happens after a migration is complete?

SMC generates a custom image for your migration source. You can find your migration task on the Migration Tasks page, and click the image link in the Migration Result column to view the custom image.

The hostname of the ECS instance created after a migration still contains the name of another cloud platform. How do I solve this problem?

This error occurs because cloud_init has not been installed or started on the ECS instance, or the installed version of cloud-init is not compatible with Alibaba Cloud. Install cloud-init and then restart the instance to update the hostname. For detailed steps, see [#unique_26](#).

2 Contact us

You can use several methods to obtain technical support for SMC.

- (Recommended) Click [here](#) or scan the following QR code to join the technical support group on DingTalk. (Download the DingTalk client [here](#).)



- Send an email to server-migration@alibabacloud.com. If you have any log information, add it to your email.
- [Submit a ticket](#). Provide a detailed description of the SMC problem. Attach any relevant log information.