

Unable to Migrate

[Go to full article](#)

Overview

Users may find that they cannot commence a package migration for a customer's subscription. There may be several reasons for this. Sometimes more than one issue may contribute. This article helps you resolve these issues.

- the customer is under contract
- the package subscription is not active
- the underlying service subscriptions are not active.
- If there are *preactive* service subscriptions, abort them.
- package is already part of a migration
- package is already part of a CHOWN
- package is already part of an Upgrade
- the service is awaiting an automated provisioning outcome (automated service types only)
- the user is not authorised to migrate the package.
 - the user is not the agent attributed to the sale
 - the user does not have permission to act on behalf of the agent when performing a migration.

Users will need to resolve any of the above issues before a package migration can commence.

Related Pages

- [Unable to Migrate](#)
- [Package Subscription Migrations](#)
- [Service and Subscription Management](#)
- [Training Session Guide: Orders and Provisioning](#)
- [Package Migrations Import](#)
- [Service Type Migrations](#)
- [Plans and Subscriptions](#)
- [Migrations](#)
- [Event: New Package Subscription Migration](#)
- [Orders](#)
- [Place an Order](#)
- [Resume an Incomplete Order](#)
- [View or Search for an Order](#)
- [Order Statuses](#)
- [Ordering Fundamentals](#)