

## Troubleshooting on Data Migration

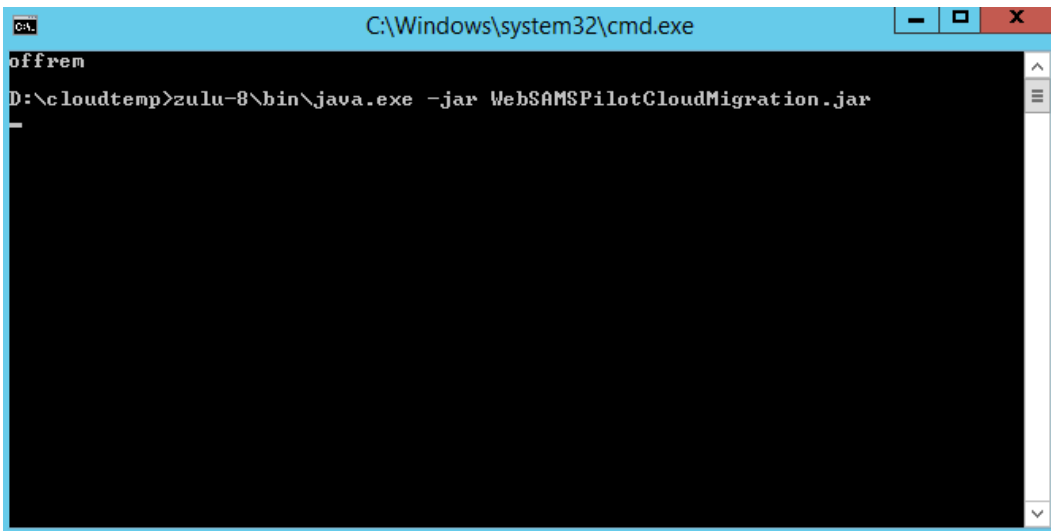
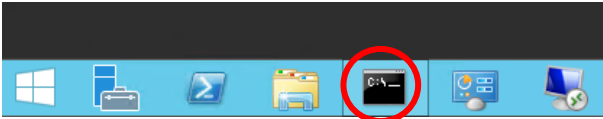
### 1. Migration toolkit is not responding

#### Issue

Under unexpected circumstances, the migration toolkit is not responding.

#### Solution

- A. Close it and execute the toolkit again by below steps.
- B. Find the command prompt icon from the task bar and search for the command prompt of the toolkit.



- C. Click the X at the top-right corner of the command prompt to close the toolkit.
- D. Restart the toolkit and follow the steps in User Guide for Migration Toolkit.

## 2. Cannot connect to remote server.

### Issue

Error message “**Cannot access remote server. Please connect to VPN and retry.**” shows up after clicking **Check** button of the first step.

Preparation Tasks	Action
File size of E:\data(data to be migrated to cloud): <b>1404MB</b> Total free size of E drive : <b>7759MB</b>	<div>Check</div> <div>Done</div>
2. Click to check for weak passwords among existing WebSAMS accounts	<div>Check</div> <div>Done</div>
3. Click to check for inactive WebSAMS accounts	<div>Check</div> <div>Done</div>
4. Configure Windows Administrator password for the Cloud Server <input type="password"/>	<div>Configure</div> <div>Done</div>
5. Configure Windows BitLocker encryption password for the Cloud Server <input type="password"/>	<div>Configure</div> <div>Done</div>
6. Click to check WebSAMS build version <b>Cannot access remote server. Please connect to VPN and retry.</b>	<div>Check</div> <div></div>
7. Click to prepare the data files	<div>Prepare</div> <div></div>
<b>Complete the above processes to start the upload</b>	
<div>&lt;Back</div> <div>Next&gt;</div> <div>Minimize</div> <div>Cancel</div>	

### OR

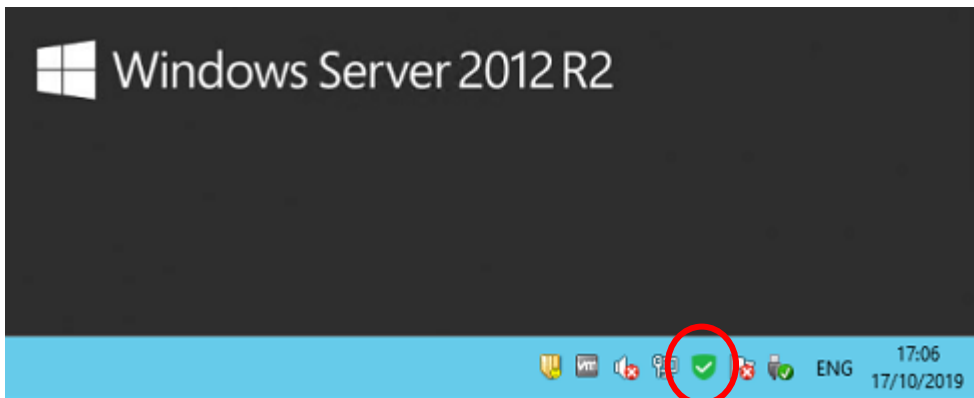
Error message “**Cannot connect to the Cloud VM server. Please check VPN was connected.**” shows up after clicking **Upload** button.

Preparation Tasks	Action
1. Click to check migration file size and available HDD space	<div>Check</div>
2. Click to check for weak passwords among existing WebSAMS accounts	<div>Check</div>
3. Click to check for inactive WebSAMS accounts	<div>Check</div>
4. Configure Windows Administrator password for the Cloud Server <input type="password"/>	<div>Configure</div>
5. Configure Windows BitLocker encryption password for the Cloud Server <input type="password"/>	<div>Configure</div>
6. Click to check WebSAMS build version	<div>Check</div>
7. Click to prepare the data files	<div>Prepare</div>
<b>Cannot connect to the Cloud VM server. Please check VPN was connected.</b>	<div>Upload</div> <div></div>
<div>&lt;Back</div> <div>Next&gt;</div> <div>Minimize</div> <div>Cancel</div>	

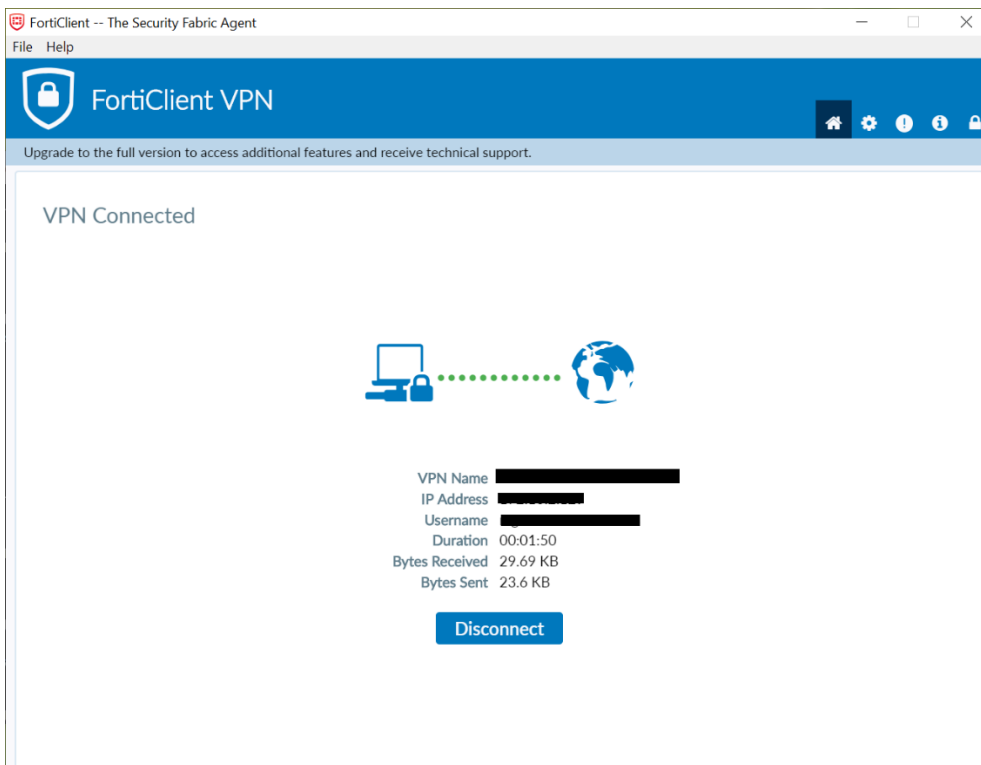
## Solution 1

### CHECK VPN CONNECTION

A. On the system tray, double-click the VPN Client software icon.



B. If VPN is connected, the following screen should show up.



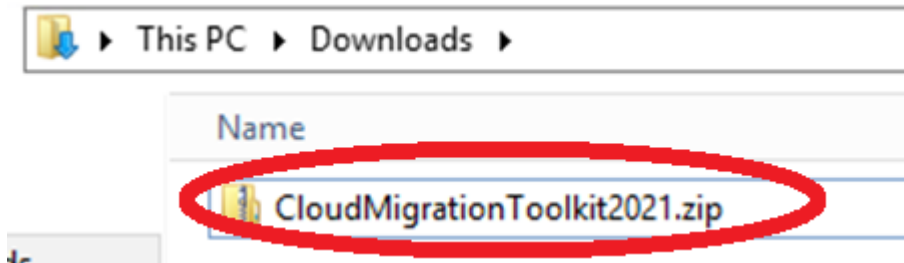
C. Reconnect the VPN if it is not connected, then click the **Check/Upload** button again.

D. If the VPN is connected and the error message still shows up, please go to **Solution 2**.

## Solution 2

### CHECK MIGRATION TOOLKIT VERSION

- A. Check if the downloaded zip file is **CloudMigrationToolkit2021.zip**.



- B. If it is not CloudMigrationToolkit2021.zip, please visit the below path to download the latest version of migration toolkit.

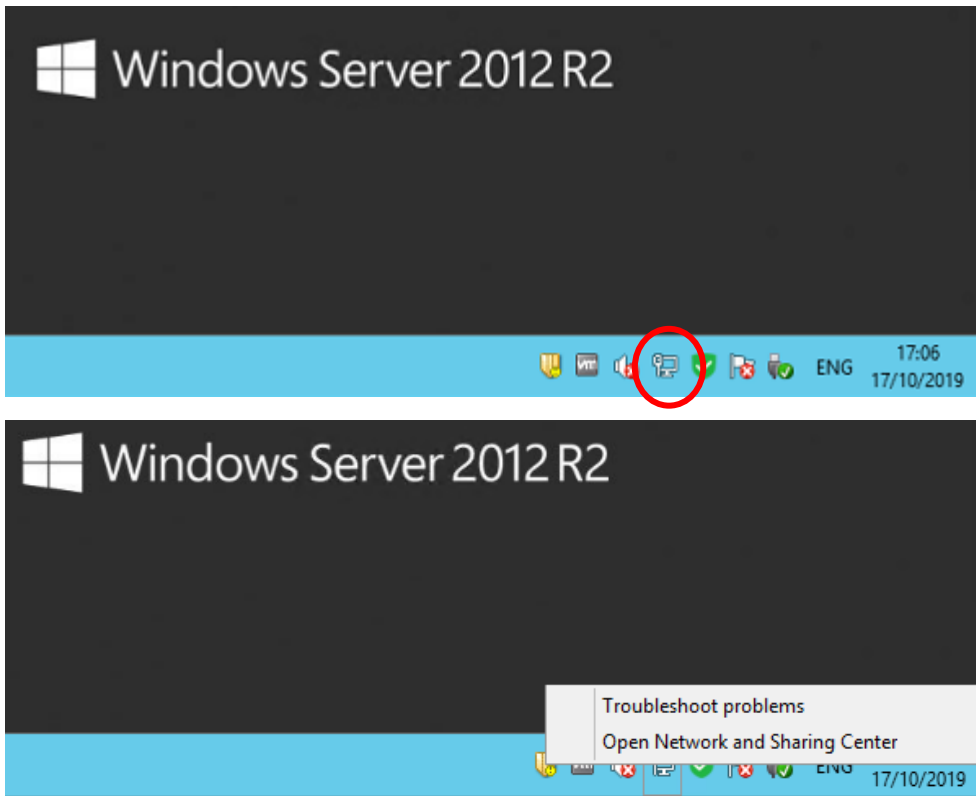
<https://cdr.websams.edb.gov.hk/Files/PilotCloud/Reference/CloudMigrationToolkit2021.zip>

- C. Close the migration toolkit and delete folder **D:\cloudtemp** and **E:\CloudDataFile**.
- D. Restart the toolkit and follow the steps in User Guide for Migration Toolkit.
- E. If the error message still shows up, please go to **Solution 3**.

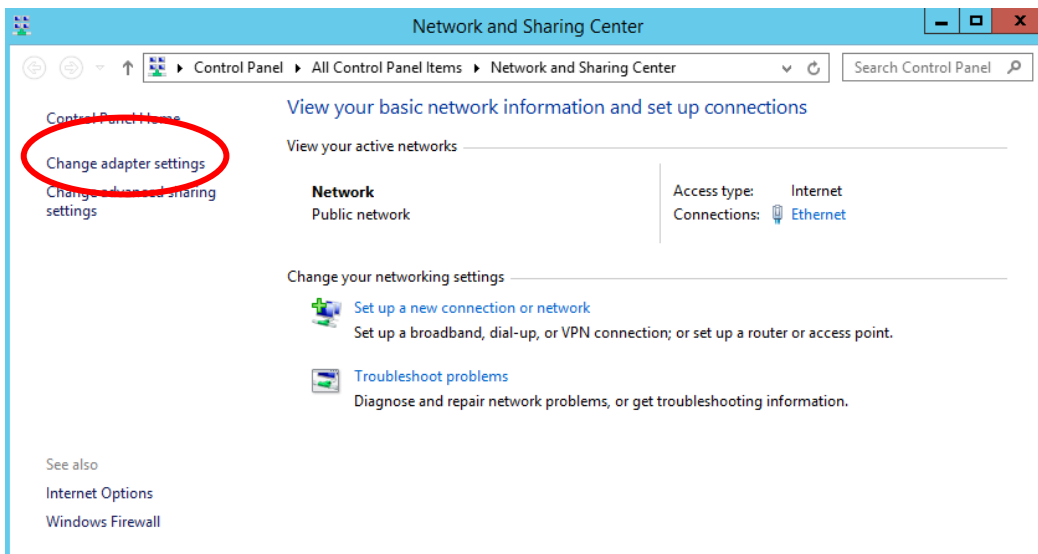
## Solution 3

### DISABLE UNNECESSARY NETWORK ADAPTER(S)

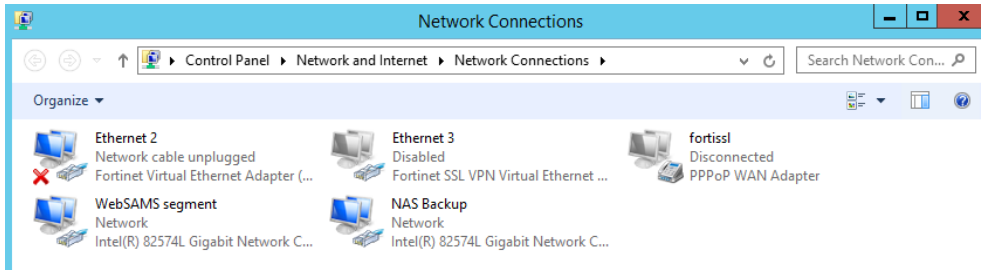
- A. Disconnect VPN first.
- B. On the system tray, right-click the network icon and choose **Open Network and Sharing Centre**.



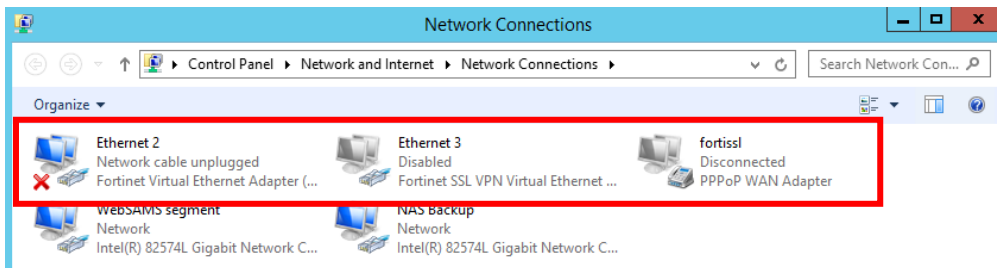
- C. Choose **Change adapter settings**.



- D. The network adapters available on the WebSAMS server shows up.  
(Below screen is **an example only**. WebSAMS Server may contain more adapters.)

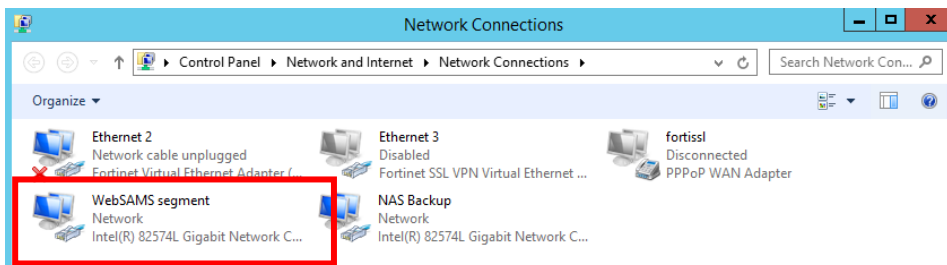


- E. Do not edit the adapters with keywords “Fortinet” or “fortissl”, which are generated by the VPN client software.



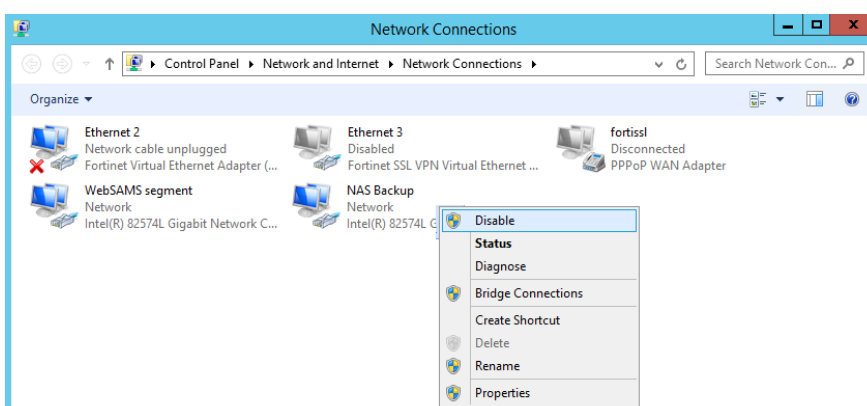
- F. Do not edit the adapters that connect the WebSAMS Server to the Internet.

(In below **example** screen, the adapter is named “WebSAMS segment”. It may be different in school’s WebSAMS Server.)



- G. **Except** the adapters mentioned above in steps E and F, disable **all the other** network adapters. Right-click on an adapter you want to disable, then choose **Disable**.

(In below **example** screen, there is only one extra adapter named “NAS Backup”. School’s WebSAMS Server may contain more adapters.)



H. After disabling all the unnecessary adapter(s), check if the WebSAMS Server can connect to the Internet as follows.

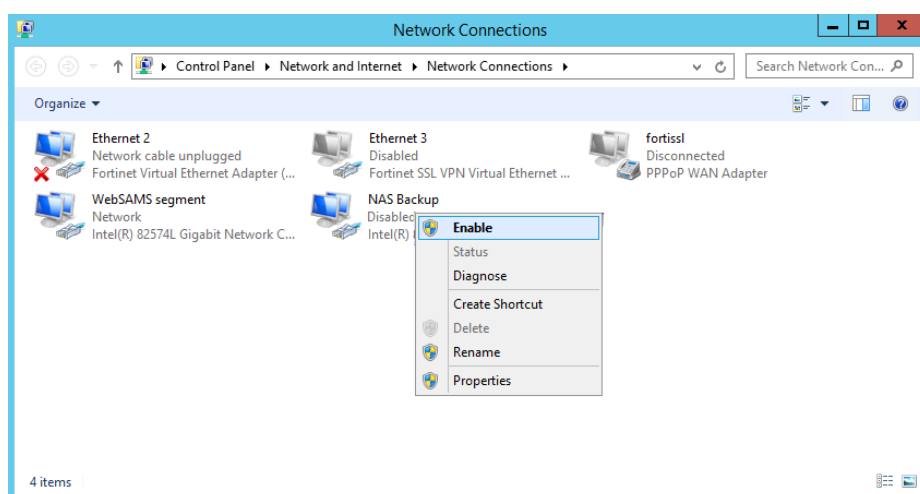
- Open a browser (e.g. Internet Explorer 11 or Chrome), go to <https://cdr.websams.edb.gov.hk/>.
- If the website cannot be accessed, you may have disabled the wrong adapters. Please check the adapters setting again.
- If the website can be accessed, go to next step.



I. Connect VPN again and click the **Upload** button of the Migration Toolkit.


J. If the upload fails again and error still shows up, please go to **solution 4**.

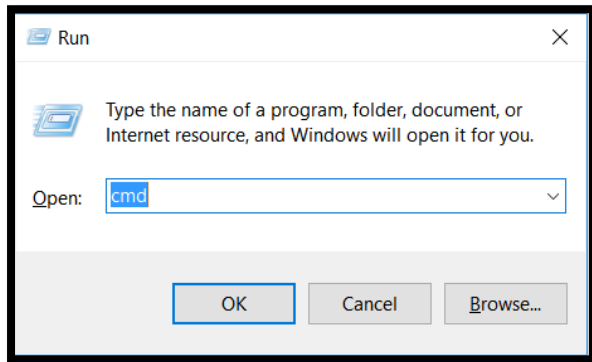
**Note: Please remember to re-enable all the adapters, which have been disabled, after the data is migrated to cloud successfully. To enable an adapter, right-click it and choose **Enable**.**



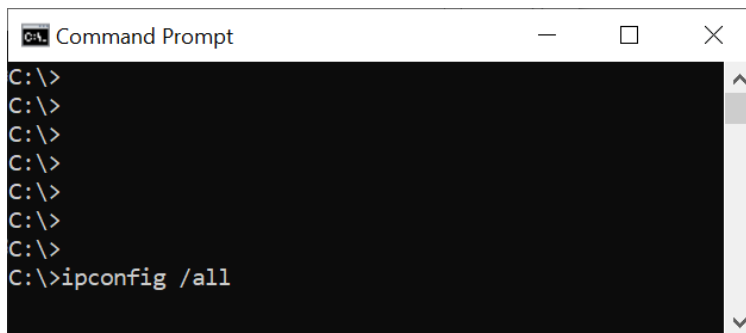
## Solution 4

### CHECK THE IP ADDRESS CONFIGURATION AFTER CONNECTED VPN

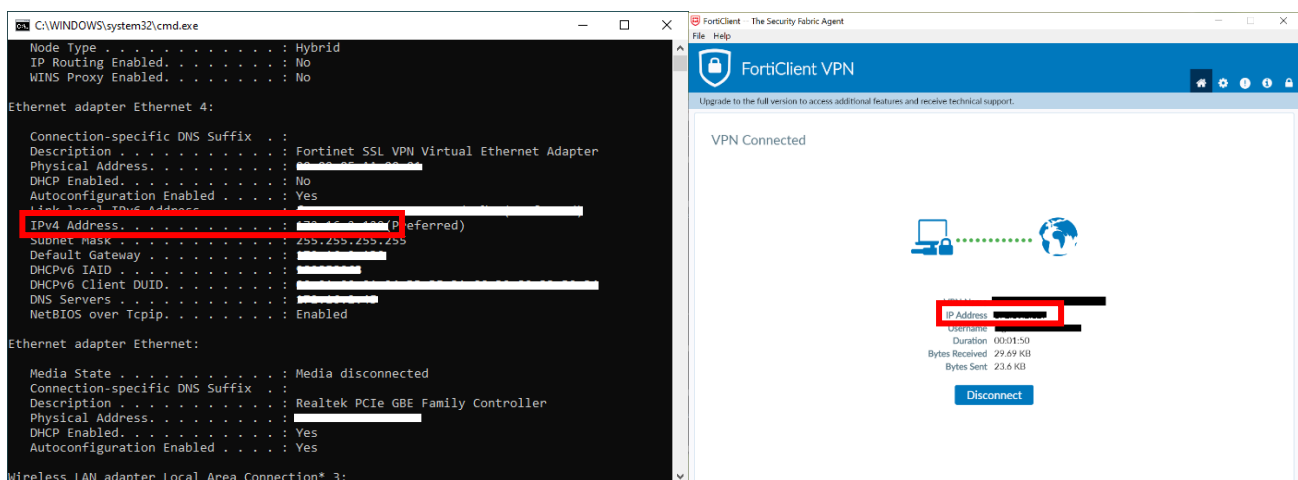
- A. If VPN is not connected, reconnect VPN.
- B. Open a Windows command prompt.  
Press the **Windows key**  + **R key**, input **cmd** and click **OK**.



- C. Input command “**ipconfig /all**”.



- D. Compare the IP address of **Fortinet SSL VPN Virtual Ethernet Adapter** shown in the command prompt and the VPN client software.



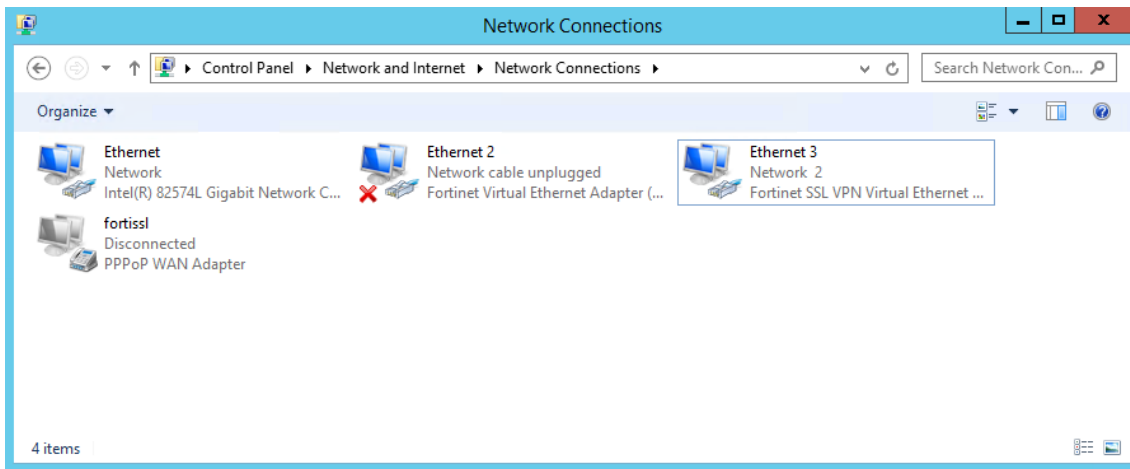
- E. If the IP addresses are the same, please skip to step M and contact Cloud Helpdesk for assistance.



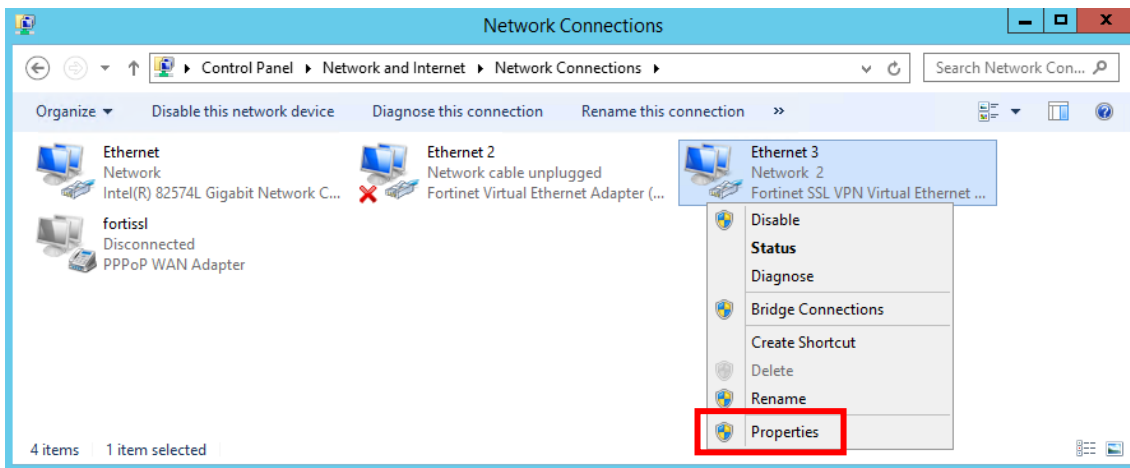
<https://cdr.websams.edb.gov.hk/聯絡我們/>

Otherwise, please follow the following steps.

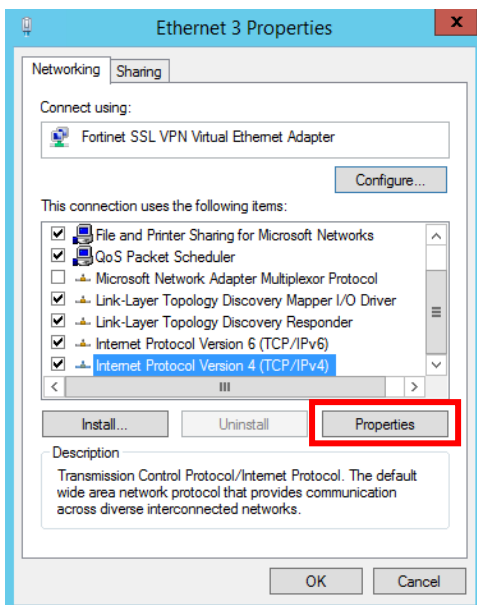
F. Open the **Change adapter settings** page.



G. Right-click the adapter named **Fortinet Virtual Ethernet Adapter**, choose **Properties**.



H. Choose **Internet Protocol Version 4 (TCP/IPv4)** and click **Properties**.



I. Choose **“Use the Following IP address”** and input the following values:

IP address: (the same address displayed in the VPN client software)

Subnet mask: 255.255.255.255

Default gateway: (the IP address displayed in the VPN client software, **add 1** to the right-most number)

*For example, if the IP address displayed in the VPN client software is 172.16.255.254, then you should input:*

*IP address: 172.16.255.254*

*Subnet mask: 255.255.255.255*

*Default gateway: 172.16.255.255*

Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

☐ Obtain an IP address automatically

☒ Use the following IP address:

IP address: 172 . 16 . 255 . 254

Subnet mask: 255 . 255 . 255 . 255

Default gateway: . . .

☐ Obtain DNS server address automatically

☒ Use the following DNS server addresses:

Preferred DNS server: 10 . 188 . 20 . 4

Alternate DNS server: . . .

☐ Validate settings upon exit

Advanced...

OK Cancel

J. Choose **“Use the following DNS server address”** and input the following values:

Preferred DNS server: 10.188.20.4

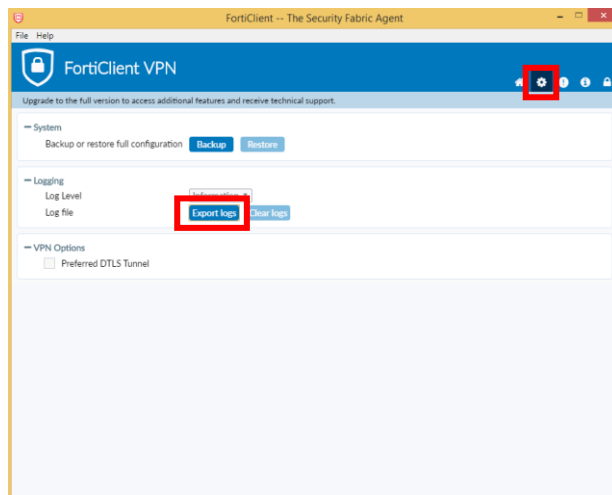
Alternate DNS server: (leave it blank)

K. Click **OK** to close the window.

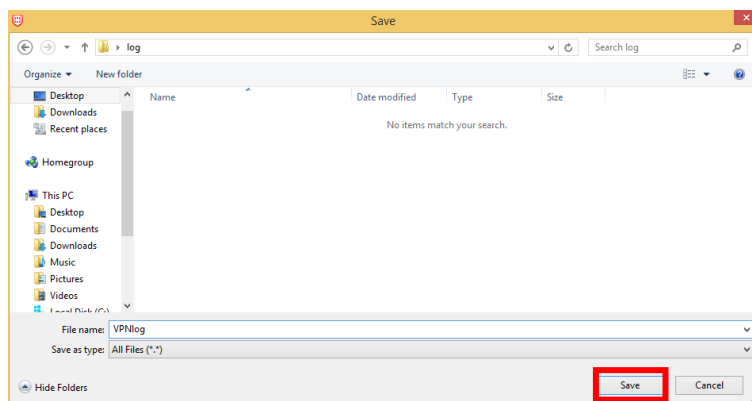
L. Click the **Upload** button of the Migration Toolkit again.

M. If the error message still shows up, please send the error screen capture and the following information to the Cloud Helpdesk (<https://cdr.websams.edb.gov.hk/聯絡我們/>) for assistance.

- School full name
- School ID (6 digits)
- Your name
- Your contact phone number
- Problem description
- Screen capture of the command output of **ipconfig /all**
- Screen capture of the Windows **Change adapter settings** page
- The log files created by Migration Toolkit, with name **Programme\_log\_2020\_XX\_XX\_XX\_XX\_XX.txt** and **ftpuploadlog\_XXXXXXX-XXXX.log** stored under the folder **D:\cloudtemp**
- Screen capture of the VPN client software after VPN is connected
- The log file created by the VPN client software, you can export the file with following steps
  - Click the **Gear icon** and **Export logs** on the VPN client software



- Input file name, select the file location and click **Save**



### 3. WebSAMS cannot be accessed inside school campus.

#### Issue

Error message **E-12080: Internet Access NOT allowed** shows up on WebSAMS login page.



The screenshot shows the WebSAMS login page. At the top, it says '學校行政及管理系統' and 'School Administration & Management System'. Below this is the 'WebSAMS' logo and '網上校管系統'. There is a login form with 'User ID' (sysadmin) and 'Password' fields, and a 'Login' button. A red circle highlights the error message 'E-12080 : Internet Access NOT allowed.' at the bottom left. At the bottom right, there is a version notice: 'WebSAMS Version 3.0.0 (BUILD-11072018) (RESTRICTED) Access to this system and the information / materials contained therein are restricted to authorized users only. (限制) 只容許已授權的用戶使用此系統及存取其資料. Best viewed with 800X600 resolution. Copyright © 2009, Education Bureau, The Government of the HKSAR. All Rights Reserved.'

#### Solution

A. Connect VPN and login WebSAMS.

B. Enable School Campus Access at Security > Configuration > System Configuration



The screenshot shows the 'Security > Configuration > System Configuration' page. The left sidebar has a tree view with 'Security' expanded, showing 'Access Control' and 'Configuration'. Under 'Configuration', 'System Config' is selected. The main area shows a table of settings. The 'Enable School Campus Access' checkbox is checked and circled in red.

General Settings	
Maximum number of fault login attempts allowed	5
(Min: 3, Max: 10, default value: 5)	
Auto-unlock period of locked accounts	60 minutes
(Min: 12 minutes, Max: 120 minutes, default value: 60 minutes)	
Automatic logout period (inside VPN Segment)	15 minutes
(Min: 5 minutes, Max: 120 minutes, default value: 15 minutes)	
Automatic logout period (outside VPN Segment)	5 minutes
(Min: 5 minutes, Max: 60 minutes, default value: 5 minutes)	
Password expiry period	100 days
(Min: 30 days, Max: 365 days, default value: 100 days)	
Number of passwords stored in password History	1
(Min: 1, Max: 5, default value: 1)	
Enable Multiple Login	<input checked="" type="checkbox"/>
(Default: disabled)	
Enable Internet Access	<input type="checkbox"/>
(Default: disabled)	
Enable School Campus Access	<input checked="" type="checkbox"/>
(Default: disabled)	

C. Input the Internet IP address<sup>#</sup> assigned to your School Campus by your Internet Service Provider (ISP) into WebSAMS at **Security > Configuration > IP Config**

[S-SEC06-01] Security > Configuration > IP Address Configuration

To allow workstations in your School Campus to access to WebSAMS, please enter the Internet IP address assigned to your School Campus by your Internet Service Provider (ISP).

	IP Address Group Name	IP Address Range	Exclusion Range
<input type="checkbox"/>	<a href="#">[REDACTED]</a>	<a href="#">[REDACTED]</a>	-

Add Delete

\* Click on the link of IP Address Group Name for maintaining IP address.

<sup>#</sup>Schools should clarify with your ISP what IP address(es) is **uniquely** used by your school campus. For example, if schools have subscribed a web-filtering service, the actual Internet IP address may be changed by the web-filtering service when accessing WebSAMS by using school workstations and sometimes this changed IP address(es) is not uniquely used by your school campus. When there is such a change, WebSAMS cannot recognize school's Internet access from workstations inside school campus. In case of doubt, schools may contact the ISP for advice/ trouble-shooting and solutions like excluding school's new WebSAMS URL from the web-filtering service may be available, so that correct and unique IP address(es) can be configured in WebSAMS for it to identify your school campus.

Updated: 16-06-2021